

WITT 9/29/2020 Virtual Chapter Meeting – Speaker Bios
Innovating Through a Crisis: How VUMC leveraged technology to meet the challenges of COVID-19

Dr. Yaa Kumah-Crystal is an Assistant Professor of Biomedical Informatics and Pediatric Endocrinology at Vanderbilt University Medical Center (VUMC). Dr. Kumah-Crystal's research focuses on studying communication and documentation in healthcare and developing strategies to improve workflow and patient care delivery. Dr. Kumah-Crystal works in the Innovations Portfolio at Vanderbilt HealthIT on the development of Voice Assistant Technology to improve the usability of the EHR through Natural language communication. Within VUMC HealthIT, Dr. Kumah-Crystal functions as a Clinical Director. In this role, she works across clinical systems, to perform internal reviews on and provide advice about EHR change and integration projects, with the goals of optimizing products and processes. Her key areas of focus include Telehealth, Mobile workflows, and Alerts and Notifications. Dr. Kumah-Crystal remains clinically active in the inpatient and outpatient setting and also supervises Medical Students, Residents, and Pediatric Endocrine Fellows.

Colleen Egan is the Associate Director of VUMC IT's Relationship Management team, dedicated to building trusted relationships with VUMC stakeholders through transparency, expert communication, and issue resolution. Colleen has worked in IT operations for over 16 years with a consistent focus on maximizing the user experience through effective technology. Most recently, Colleen led the intensive effort to equip the VUMC workforce with remote working capabilities, as well as facilitated multiple workgroups to bring innovative and collaborative technologies to the bedside during the COVID-19 epidemic. In her spare time, Colleen enjoys making greeting cards, cooking for friends and family, and spending time on the lake.

Erica Byrum, MSN, RN is the Manager of the Customer Care Specialist team at Vanderbilt University Medical Center. Utilizing her background as a nurse and advanced practice provider in direct patient care settings, Erica leads a team focused on end user adoption and efficient use of the electronic medical record throughout transition and maintenance phases. Areas of focus include change management, technology adoption and efficiency, and system enhancements to further support and promote excellence in healthcare. Erica obtained her Bachelors of Science in Nursing from Austin Peay State University and Master of Science in Nursing from Vanderbilt University.

Deidre Wright, BSB/A is the Manager of the eStar Support Team at Vanderbilt University Medical Center (VUMC). Deidre has over 9 years' experience in HealthIT at VUMC and has led clinic acquisitions, support of our EMR, product management, and countless initiatives to better understand how the user interacts with our applications and technology. Recently, Deidre led the effort to ease the burden of our pediatric patients having to physically be at a VUMC facility to gain access to our Patient Portal, My Health at Vanderbilt. Deidre collaborated with Health Information, Office of Legal Affairs, and many stakeholders to create and implement several electronic applications for pediatric patients to gain access to My Health at Vanderbilt in preparation for the patient's upcoming TeleHealth appointments due to the COVID-19 pandemic.