

Sutep Laohavanich

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Background Summary

- Interests in operational and quality management in the areas of long-term services and supports and health care services.
- Consulting in the areas of home and community based systems to state units serving aging and disability populations.
- Extensive experience collaborating with various stakeholders from the executive to client/consumer, facilitating cross-functional workgroups, and providing support to diverse audiences.
- Multi-disciplinary background in information technology, life sciences, and post-graduate education in gerontology.
- Consults and serves as a technical resource in areas of information technology management. Technical experience as an enterprise data systems business analyst with systems development life cycle and data management duties.

Project activities with HCBS Strategies

Consultation, design, and implementation of home and community based support and delivery systems. Clients include the Hawaii Executive Office on Aging, Alaska Department of Health and Human Services, Minnesota Department of Human Services, Illinois Department on Aging and Illinois Department of Healthcare and Family Services.

Activities have included:

- State and federal policy analysis and systems redesign.
- Literature and policy research of critical incident systems and policy development
- Design and development of critical management system meeting federal quality assurance and data collection requirements. Microsoft SQL Server web-based module development.
- Cross-functional communication between technical staff and program staff to meet design specifications.
- Operational reviews of programs and systems serving aging and disability populations. Conducted organizational crosswalks, SWOT analysis, visual flowcharts, policy reviews, and staff interviews.
- Development of quality management strategies, including identification of performance measures, development of policies for remediation and continuous quality improvement, quality management tools and template reports.
- Reports and manuals including multi-year implementation plans, systems change recommendations, and staff operations manuals.
- Development of comprehensive assessment tools for aging and disabled populations. Assessment tools incorporating person centered processes, functional and clinical measures, and financial eligibility requirements.
- Data analysis and fiscal impact modeling. Implementation and analysis of random moment time studies for federal reporting and match methodologies. Fiscal impact analysis on resource allocation methodologies for medically fragile children waiver program.
- Staff training on system redesign protocols and facilitation of stakeholder workgroups.
- Proposal development, project management, and client-centered support.

Work History

Pacific Business Group on Health, Senior Manager, January 2013 – Present, San Francisco, CA

HCBS Strategies, Inc., Associate, August 2008 – January 2013, Baltimore, MD

Merck & Co., Inc., Application Services Associate, July 2001 – March 2005, West Point, PA

Education

University of Southern California (December 2009)

Gerontology, MS

University of California, Berkeley (May 2001)

Molecular and Cell Biology, BA

Continuing Education

University of California, Irvine (2005-2006)

Geographic Information Systems

Business and Government

Project in Software Systems Design

University of Pennsylvania, Wharton School (2002)

Management Information Systems

Technical Proficiencies

Programming Languages: Visual Basic/VBA, SQL/PL, Java, HTML/CSS/ASP/PHP/VBScript/JScript

Databases: Oracle SQL, Microsoft SQL, MySQL, MS Access

Business Tools: Project Management (Microsoft Project)
Process Visualization & Design (Microsoft Visio)
Microsoft Office (Word, Excel, PowerPoint)
PDF Document Development (Adobe Acrobat/LiveCycle)
Website Development (Dreamweaver, Photoshop)
Harmony Information Systems (social services MIS product)
Peoplesoft CRM/ERM
Rational ClearQuest/ClearCase (workflow management)
ArcView GIS
MATLAB

Other Projects/Activities/Affiliations

University of Southern California, September 2011 – February 2013, Los Angeles, CA

School of Gerontology, USC Forensic Center Evaluation Team

Development of a relational MS Access database for automated data collection and management of Elder Abuse Forensic Centers in California.

California Community Choices, October 2009 – February 2011, Los Angeles, CA

Technical and research support for the data warehouse study component of the California Community Choices Initiative to improve California's long-term care infrastructure. Worked with the University of Southern California, Davis School of Gerontology.

California Council on Gerontology & Geriatrics, July 2008 – July 2010, Los Angeles, CA

Redesign and launch of organization's website to increase membership and visibility toward gerontology and geriatric professional community in California.

Los Angeles Elder Abuse Forensic Center, June 2008 – September 2008, Los Angeles, CA
Technical assistance on the Center's Elder Abuse Referral Form and enhancing initiatives to standardize and automate data collection.

Huntington Hospital, May 2008 – August 2008, Pasadena, CA
Technical assistance in aggregating hospital admissions information for a care transition intervention study. Data transformation on flat file data to a MS Access relational database.

Council on Aging of Orange County, November 2005 – December 2006, Santa Ana, CA
Health Insurance Counseling and Advocacy Program (HICAP) Counselor/Volunteer
Phone counseling and on-site counseling regarding Medicare, Medicare Part D, and other senior health insurance related inquiries. Registered HICAP counselor with the Department of Aging, California.