

Kristina Pettigrew

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PROFESSIONAL SUMMARY

I am an MBA graduate with strong expertise in consulting, analytics and product management. I thrive in career opportunities where problem solving, analytical thinking, strategic framework, teamwork, adaptability, technical competency and transformational leadership are of value.

PROFESSIONAL EXPERIENCE

Director, Technology & Informatics: 06/2022 – Present

HCA Healthcare, Nashville, TN

- **People Management:** Manages a team of six, focusing on product development, governance operations and business analysis.
- **Product Management:** Owns the software lifecycle development process (via SCRUM methodology) for all internally developed products.
- **Product Governance:** Manages the enhancement intake process for all incoming product (two vendor products and four internally developed products) and reporting/analytics requests within the enterprise.
- **Business Analysis:** Oversees the evaluation of business and user needs, documents findings and recommends changes to business processes to support operational business areas.

2023 Achievement: Launched a new centralized request intake and communication tool. The Health Information Management (HIM) and Coding department went from four disparate, very manual ways of receiving requests for medical record reviews to one standard, automated workflow. This improved the reviewer’s turnaround time average from 12-14 days to 6-7 days for the last four months and for the first time, allowed leadership to gain an insight on actual volumes (~5,800 reviews in the last four months) and outcomes of the medical record reviews. Medical record reviews lead to higher quality medical coding, lowering the chances of insurance denials and undue patient financial burdens.

Product Manager, Enterprise Architecture Department: 06/2021 – 06/2022

HCA Healthcare, Nashville, TN

- **Product Management:**
 - Managed the full lifecycle of product development, from conception to release, ensuring alignment with business goals for an internally built enterprise Azure-built product.
 - Coordinated sprint release timelines with technology senior leaders, balancing technical constraints with enterprise and customer needs.
 - As the owner, solicited feedback from key stakeholders to influence product roadmap prioritization.
 - Documented business and system requirements to support product features/enhancements builds.
 - *Role Achievements:* Launched a roadshow of “The Hub” product among the enterprise, which led to a 37% increase in enterprise product registrations, as well as increase in overall end user traffic.
- **Architecture Review Board (ARB) Management:**
 - Owned the intake process and presented business cases to the Chief Technology Officer and senior architect leaders to review on-premise and cloud architecture product proposals.
 - Worked with enterprise services lines to prepare standardized technical documents that were easily consumable and allowed for efficient decision making during the Architecture Review Board meetings.
 - *Role Achievements:* Launched a formal, standardized architecture review intake process, utilizing Microsoft Dynamics 365, which increased the response time from a 15-day average to 4-day average consistently for several months post launch.

Lead Product Analyst: 05/2016 – 06/2021

HCA Healthcare, Nashville, TN

- Drafted business and technical requirements, delivered hand-offs to software engineers, and facilitated the UAT process for over eight internally developed products, three builds from ideation to transition to operations.
- Created several stakeholder deliverables, such as: process workflows, Tableau and PowerBI reporting requirements, gap analysis presentations, functional and non-functional requirements, etc.
- Collaborated with senior leadership to support system enhancements and process improvements.
- Facilitated vendor selection engagements (e.g. created functional system requirements, created request for proposals (RFP), researched industry leading technology solutions, facilitated vendor demo sessions, managed vendor pricing and negotiation process, etc.).
- Mentored junior analysts and executed countless peer reviews to empower continued team growth.
- Role Achievements:
 - Lead the requirements and successfully launched a custom-built tool clinical trial tool in 2019. The tool was created to help with the mission of early cancer detection and its first use case was a mammography clinical trial that was hugely successful and resulted in a multi-year collaboration effort with GRAIL.
 - Was selected among hundreds of VP-nominated applicants to complete the Aspiring Manager's program.

Lead Product Implementation Consultant: 02/2011 – 03/2016

Huron Consulting Group, Chicago, IL

- Collaborated with departmental leaders to create technical criteria for proprietary healthcare revenue cycle software implementations.
- Made recommendations and supported change management among internal users of the product.
- Supported product implementation processes through stabilization and client hand-off.
- Created and presented final recommendations during transitional periods.
- Role Achievements: Helped hospitals realize on average \$2M to \$3M in annual revenue savings by implementing processes, based on my analysis findings and proposed recommendations.

EDUCATION, CERTIFICATIONS & TRAINING

Leadership Institute Academy Graduate – May 2023

Hospital Corporation of America, Nashville, TN

Master of Business Administration, IT Management – January 2022

Western Governors University, Salt Lake City, UT

Aspiring Managers Graduate – December 2019

Hospital Corporation of America, Nashville, TN

Bachelors of Arts & Science (Political Science) – May 2005

University of Kentucky, Lexington, KY

CORE SKILLS

STAKEHOLDER MANAGEMENT | PRODUCT POSITIONING | PEOPLE MANAGEMENT | STRATEGIC PLANNING | BUSINESS ANALYSIS | USER RESEARCH | PROJECT MANAGEMENT | DATA ANALYTICS

TOP FIVE PROUDEST STRENGTHS

BOLD | SERVANT-MINDED | WELCOMING/APPROACHABLE | TEACHABLE | RESULTS-DRIVEN