Steven H. Ton, MHCI
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EDUCATION

- **University of Central Florida – Orlando, Florida** – May 2011
  Master of Science - Healthcare Informatics

- **University of California, Irvine – Irvine, California** – May 2008
  Bachelor of Science - Neurobiology and Behavior

PROFESSIONAL EXPERIENCE

- **University of Central Florida, School of Global Health Management and Informatics**
  ORLANDO, FLORIDA

  Associate Instructor – August 2020 to Present

  Instructor and Internship Director - October 2014 to Present
  o Direct internship programs for the graduate Healthcare Informatics and undergraduate Health Informatics and Information Management programs. Responsibilities include but not limited to: oversight of student placements, performance evaluations, management of student issues, business development, contract management, data analysis and reporting, marketing, continual improvement initiatives, alignment with program of study goals, curriculum and competencies
  o Foster and develop relationships to create relevant student engagement opportunities
  o Conduct academic advising to support students' academic and professional goals
  o Coach and mentor students on the importance of professionalism, respect and conduct
  o Teach the following graduate courses:
    ▪ Healthcare Informatics Internship Orientation
    ▪ Healthcare Informatics Internship
  o Teach the following undergraduate courses
    ▪ Fundamentals of Health Information Technology
    ▪ Management Affiliation Orientation
    ▪ Management Affiliation
  o Serve on the Search Committee for HSA Internship Coordinator
  o Serve as program coordinator for the Intelligent Health Association at HIMSS, 2017, 2019

  Adjunct Instructor - August 2011 to October 2014
  o Taught undergraduate course: Fundamentals of Health Information Technology in various modalities: face-to-face, online and mixed-mode
  o Developed new content to maintain relevance with rapid changes in health technology

- **University of Central Florida, College of Medicine - HealthARCH**
  (formerly UCF - Regional Extension Center)
  ORLANDO, FLORIDA

  Assistant Director, Information Technology - May 2013 to September 2013
    o Responsible for oversight of initiatives involving information technology to include but not limited to: use of IT for company and clients, privacy and security of health data, electronic health record systems' functionality and vendor compliance with Office of the National Coordinator's Meaningful Use, standardizing workflow analysis and process redesign processes, metrics creation and reporting, alignment of IT to support company's business goals
    o Served as project manager for and won the award to connect to the Florida State HIE
    o Served as project lead for the deployment of Direct Secure Messaging to clients
    o Served as project lead for the UCF-REC Million Hearts Campaign in Washington DC
    o Served as member of the Central Florida RHIO's Technical Workgroup Committee
    o Served as member of the UCF-REC's Post-Grant Sustainability Committee
    o Served as project manager for special projects and retained clients including Children's Home Society of Florida and UCF Pegasus Health

  Business Development Manager - May 2012 to May 2013
    o Responsible for oversight of all facets of business development to include but not limited to: planning and overseeing marketing initiatives, increasing value of current client base while attracting new ones, attending conferences and industry events, developing client proposals, performing market analysis, planning and developing new streams of revenue, development of protocols, procedures and team training
    o Served as project lead for the creation of fee-for-service programs to reach new clients
    o Served as project lead for the creation of advertising platform for third-party vendors
    o Served as project lead for establishing a new corporate website
    o Served as member of the company Image Rebranding Committee

  Clinical Business Analyst - December 2010 to May 2012
    o Responsible for supporting small to medium-sized physician practices with the successful adoption and meaningful use of certified electronic health record technology
    o Developed recommendations to the company leadership regarding workflow improvements, health IT advancements, and industry changes
    o Served as a subject matter expert on EHRs at meetings and industry events
    o Served as a liaison between internal office team and the field team

- **NCG MEDICAL, INC.**
  ALTAMONTE SPRINGS, FLORIDA

  Electronic Health Records Application Specialist - April 2010 to December 2010
    o Responsible for developing, testing, deploying and supporting NCG's proprietary electronic health record and practice system across numerous physician practices
    o Communicated directly with clients to define user requirements, performed workflow analysis, designed user interfaces, configured customized solutions per client needs

- **LILI LAM O.D. & ASSOCIATES, P.A.**
  ORLANDO FLORIDA

  Co-founder and COO - September 2008 to Present
  - o Responsible for all facets of operations to include but not limited to: incorporation and build-out, contract negotiations, information technology, marketing and advertising, staffing, short and long-term business strategy
  - o Manage all accounting, licensing, insurance, tax and reporting requirements
  - o Developed and provide ongoing support of a proprietary optometry practice management and electronic health record system

- **BRAINFOX.COM MEDIA SERVICES, INC.**
  LAS VEGAS, NEVADA

  Partner and Operations Manager - September 2001 to June 2004
  - o Responsible for all aspects of business operations to include but not limited to: website development and optimization, database administration, marketing and advertising, customer support and retention, CGI programming, merchant services, account audits and business strategy

CONSULTANT WORK

- **University of Central Florida, College of Medicine, Apopka Clinic**
  APOPKA, FLORIDA

  Consultant for Electronic Health Records Implementation - October 2018 to Present
  - o Responsible for evaluating and recommending EHR and IT solutions for non-profit clinic staff by volunteers and operating on a zero budget
  - o Provided technical support to setup wireless networking, firewall and security, EHR implementation and workflow recommendations
  - o Present during go-live and clinic days to provide real-time troubleshooting and solutions

UNIVERSITY SERVICE

- **Project Lead for CCIE to implement InPlaceSoftware.com** – September 2018 to Present
  - o Serve as project lead to unify college efforts to identify, secure and implement a university-wide internship management system
  - o Conducted vendor selection and cost analysis to identify the best solution
  - o Managed vendor negotiations and contracting and all facets of implementation to include but not limited to: data integration with PeopleSoft, identify access management for single sign-on, training development and go-live

- Serve as project lead for "COHPA Outcomes Project" - July 2017 to Present
  - Develop a university-wide competency management system that tracks program competencies, supports faculty competency adoption and performs compliance audits
  - Developed a student facing dashboard integrated into Canvas LMS to provide students with competency mastery feedback

RESEARCH AND PUBLICATIONS

- **Ton, S.**, Noblin, A., Cortelyou-Ward, K., Nunez, V. (2016) Enhancing Patient Care and Care Coordination using Event Notification Systems. *Journal of Cases on Information Technology*, 18(1), 17-27.
- Noblin, A., Cortelyou-Ward, K., **Ton, S.** (2011). Electronic Health Record Implementations: Applying the principles of monitoring and controlling to achieve success. *The Health Care Manager*, 2011, 30(1), 45-50.
- Agrawal, A., **Ton, S.**, Tay, J. (2009) Increased Reactivity of Dendritic Cells from Aged Subjects to Self-Antigen, Human DNA. *The Journal of Immunology*, 182, 1138-1145.

PRESENTATIONS

- **Ton, S.** (2014, August). Using Augmented Reality for Health Education. Presented at the Office of the National Coordinator's National Conference, Washington DC
- **Ton, S.** (2014, February). What is Health Information Exchange and Why We Need It? Presented at the UCF Regional Extension Center's Technology Conference, Orlando, Florida

CERTIFICATIONS

- AHIMA: **CHTS Implementation Manager**, 2013
- CompTIA: **A+ Certified**, 2004

AWARDS AND HONORS

- 2015 **Faculty Center for Teaching and Learning** – Summer Conference - $800
- 2015 **IDL6543 Professional Development for Teaching Online**, Course and Showcase - $2,500
- 2011 **Outstanding Student Award**, MS Healthcare Informatics program, UCF

PROFESSIONAL ORGANIZATIONS AND SERVICE

- **Member**, Health Information Management Systems Society, 2012 - Present
  - **Analyst**, HIMSS Health Information Exchange Common Practices Survey, 2012
- **Member**, American Health Information Management Association, 2013 - Present