Taidou

Ken Thompson, Managing Partner

Ken is a Partner at Taidou. Ken brings over +25 years of Program Management consulting experience and is well versed at implementing business and Information Technology solutions. Ken specializes in the strategic planning and execution of Program Management Operations (PMO), Complex Program Management (CPM), and program execution specializing in Microsoft solutions and other Program Management technology solutions. Ken has successfully managed teams to deliver programs/projects with quantifiable results and benefits. Ken has managed programs as large as +300 resources with total budgets exceeding $160 Million per year.

Ken is certified as a Project Management Professional (PMP) with sector specialization in US Healthcare Payer / Provider / Retail & Consumer Goods / Financial Services / Automotive / Power & Utilities. Ken has operational expertise in Project Management Office (PMO) formation/creation, program governance, portfolio management (PPM), program / project financial accounting, and global IT Project Management. Ken is certified in several PM systems including CA PPM (formerly Clarity), MS Project Server, and At Task.

PROJECT EXPERIENCE

- Ken was the Executive Program Director for the forth largest US Payer to implement CMS regulations for Transparency in Coverage, No Surprise Act, and Interoperability & Prior Authorization federal regulations and their accompanying State associated mandates. Each of these major programs had budgets exceeding $100M with hundreds of FTEs, Contractors, Offshore and Professional Service firms supporting the overall implementations. All were successfully implemented.
- For multiple large organizations, Ken led the team(s) as the Program Director for an implementation of a Program Management Office (PMO) solution. Ken led the team that established Portfolio Management, Project Financial Management, Program Change Management, Demand Management, Program Risk / Issue Management, Time Management, Resource Management, and global Project Management Office reporting at each of these facilities. The team identified and established clear strategic and tactical goals for each organization. The outcome for each organization was successful Project Management Office installation. This allowed each organization to better track their project portfolios, total project funding allocation verse expenditure, and resource utilization.
- Ken was the Program Director for a COVID operational planning program for North Carolina coordinating with State and Federal agencies to manage the state's Testing of COVID and planning for vaccination efforts.
- Ken was the Program Director for all Systemic Improvement initiatives with a large-scale US Healthcare organization undergoing a CMS Audit/Sanction Remediation initiative. As the Program Director, Ken was responsible for execution and operations of 12 workstreams during the audit remediation efforts.
- For the largest international, multi-entity, global external automotive external audit, Ken lead the global PMO efforts with the single focus of increasing margin. The PM Audit Optimization solution was employed and significantly helped to Assurance team deliver on the promise of "One Global Audit."
- Within multiple large organization(s), Ken was the Program Manager that led multiple teams to develop and implement a Health Exchange Implementation in accordance with the Affordability Care Act (ACA).

EXPERTISE

- Program / Project Management
- HealthCare
- Government Remediation engagements
- Automotive
- ERP / SAP / CRM
- Information Technology
- Telecommunications
- Power & Utilities
- External Audit

PROJECTS

- EMR/EHR Implementation(s)
- SAP Implementation(s)
- Managed Care Solutions (Claims, Providers, Members, Benefits)
- Managed Care Annual Enrollment Process Solutions (AEP)
- COVID Operational Planning for Testing and Vaccination
- Federal ACA solution implementation(s)
- Federal Remediation efforts (SEC, CMS)
- Financial Planning (Hyperion)
- Financial Payment/Invoicing Automation
- External Audit optimization
- Telecommunication implementations
- Power & Utilities Automated Outage App
- IT Implementations

EDUCATION

- Physics & Mathematics
  University of North Texas

CERTIFICATIONS

- PMP – Project Management Professional
- CA PPM

PROJECT EXPERIENCE

- Within a large organization, Ken was the Program Manager that led a team to implement a risk-based testing strategy for their operations. The team developed the risk-based methodology, formulated near-term and long-range goals and objectives, and established operational models to allow for multiple executions of the testing methodology. The outcome for this project was the formation of a nationally centralized testing team that was able to manage all testing execution based on the risk-based methodology for the organization.

- Ken was the Program Manager for the Business Acquisitions Program which was a program to re-engineer the on-boarding of new clients which resulted in streamlined revenue for the organization. Ken led nine (9) teams to devise a new business engagement tool from concept to Go-Live. The result of this program was the successful web transactions of new clients to the organization.

- For multiple large organizations, Ken led multiple teams as the Program Manager for the installation of multiple Project Management Information System (PMIS) for each organization. Ken managed the deployments of the Computer Associates Clarity product, Microsoft Project Server, and At Task hosted solution. Ken led the teams that identified all projects, defined the overall workflow from the existing Business operations, programmatically loaded all information into the system, and then provided training on the tool. The tool included the web based front-end, and MS Project or Open Workbench depending on the needs of the Business concerning financials and earned value management. These solutions aided all organizations to better manage their portfolio and better track their total budgeted project work.

- As a Program Manager, Ken led the SUS - SAP implementation team and manual paper invoice team for a large Power & Utility organization. The result was the on-boarding of over 600 vendors for SUS enabled transactions and a reduction of over 15,000 paper invoices within four months.

- Program Manager for HealthCare clinical system implementations to include Cerner, EPIC, Meditech, and Siemens Soarian products. Ken led the teams that implemented and provided enhancements to the Electronic Medical Record (EMR) solutions in compliance with state and federal law at each facility. The outcome for each implementation was the successful deployment of Cerner, Meditech, EPIC, and Siemens Soarian products to HealthCare facilities. This improved patient care at each facility by enabling the EMR solution.

- For several HealthCare provider organizations, Ken lead teams as the Program Director for Meaningful Use assessments in accordance with the Patient Protection and Affordable Care Act. These assessments looked at the entire health system and made recommendations to Senior Leadership for possible improvements to meet federal law. Additional projects were defined as a result of these assessments to include ICD 10 upgrades, Revenue Cycle remediation efforts, and ANSI 5010 conversions as well as business and EMR solution updates.

- Ken led the team as the Program Director for the Siemens OpenScape telecommunications system. The outcome was the implementation of this system for three client regional headquarters sites and 105 client satellite facilities. This communications system upgrade significantly enhanced the business ability to provide remote communication services to all facilities by enabling VOIP technology to all facilities. There have been significant enhancements in technology from their thirty-year-old system to their new system that provided additional business service offerings that otherwise could not have been offered to the patients.