

Resolute Services

Christie Stephenson Saavedra

IT Consultant | Project Manager | Co-Founder

2008-2012

Healthcare operations automation for Medicaid mental health agency

50%

REDUCED PROCESSING
TIME

90%

PROCESSES AUTOMATED

4

YEARS OF DEVELOPMENT

Medicaid

COMPLIANT

THE CHALLENGE

A behavioral health agency serving Medicaid clients was drowning in manual processes. Medical billing, payroll, and compliance documentation consumed staff time that should have been spent on patient care.

- Paper-based billing with high error rates
- Manual payroll calculations across multiple programs
- Compliance documentation scattered across systems
- Staff resistant to technology changes

THE SOLUTION

I led a comprehensive change initiative that combined software development with structured change management:

- **Integrated operations platform** — billing, payroll, scheduling
- **Automated compliance reporting** — Medicaid documentation
- **Multi-channel training program** — SOPs, hands-on training
- **Phased rollout** — building confidence at each stage

BEFORE & AFTER

BEFORE

- Manual data entry for every claim
- Payroll took 2+ days per cycle
- Compliance audits caused panic
- Staff frustrated with workarounds

AFTER

- Automated claim generation
- Payroll processed in hours
- Audit-ready documentation always
- Staff focused on patient care

MY ROLE

- Co-founded the initiative and led full project lifecycle
- Conducted business process analysis and journey mapping
- Managed development scope and stakeholder requirements
- Designed training materials and change communications
- Facilitated adoption through hands-on staff support

CHANGE MANAGEMENT APPROACH

- **Awareness** — communicated why change was necessary
- **Desire** — showed staff how it would help them
- **Knowledge** — provided comprehensive training
- **Ability** — hands-on support during transition
- **Reinforcement** — celebrated wins, addressed setbacks

 **Key Insight**

The technology was the easy part. The real challenge was helping staff who had done things "their way" for years trust a new system. Success came from involving them in the process, addressing their concerns directly, and proving the new approach worked better.

SKILLS DEMONSTRATED

Change Management

Project Management

Business Process Analysis

Healthcare Compliance

Medicaid Billing

Training Development

Stakeholder Management

Systems Integration

Journey Mapping

User Adoption

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