Kristin Morrison

Healthcare IT Consultant | Epic Tapestry Specialist | Program Management

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I bring over 14 years of healthcare experience, combining Epic application expertise, program management, and operational knowledge to support complex implementations and system improvements. My background spans technical configuration, workflow optimization, training, and cross-functional collaboration, with a focus on developing practical solutions that support both operational and organizational needs.

CORE EXPERTISE

Epic Tapestry Administration & Configuration
Provider Data Management & Integration
Training & Knowledge Transfer
Program & Project Management
Workflow Analysis & Optimization
Stakeholder Collaboration & Communication

PROFESSIONAL EXPERIENCE

Epic Tapestry Core Administration Analyst

Impact Advisors | Client: PIH Health
May 2026 - Present

- Rebuilt and refined PDM Filer configuration, AIR mappings, and flat-file specifications to support provider, vendor, and location record creation and maintenance.
- Analyzed and reconciled provider data across source systems, identifying inconsistencies in NPIs, tax IDs, addresses, record relationships, and matching criteria.
- Collaborated with Epic, developers, and operational stakeholders to troubleshoot import errors, evaluate configuration requirements, and resolve data integrity issues.
- Supported implementation testing, validation, workflow reviews, and identification of configuration dependencies.
- Developed technical documentation, build tracking, and transition materials to support knowledge transfer and continuity of implementation activities.

Program Manager - IHT

St. Luke's Health System / St. Luke's Health Plan
March 2025 - May 2026

- Coordinated program delivery, workstreams, priorities, and deliverables in Azure DevOps.
- Partnered with IT, operations, and clinical stakeholders to prioritize initiatives, communicate progress, and track risks, issues, and dependencies.
- Contributed to system optimization efforts that resulted in a $95,000 credit through Epic's Good Install Program.
- Delivered executive updates and program reporting, including Microsoft Sway presentations.

PROFESSIONAL EXPERIENCE - CONTINUED

Senior Application Training & Support Specialist III

St. Luke's Health System / St. Luke's Health Plan
February 2023 - March 2025

- Developed role-based Epic training and documentation to support workflow education and application adoption.
- Built and maintained training environments, including MST, REF, PREP, ACEs, PLY, and EXAM.
- Collaborated with operational teams on workflow optimization, testing, validation, and application enhancements.

Clinical Application Specialist III

St. Luke's Health System
October 2015 - February 2023

- Supported Epic applications through technical troubleshooting, application configuration, workflow analysis, and job aids.
- Collaborated with clinical and operational teams in workflow design sessions and used efficiency data to support improvements.
- Supported new clinic openings, technical dress rehearsals, and go-live activities.

Senior Patient Access Specialist

St. Luke's Health System
June 2012 - October 2015

- Supported registration, scheduling, insurance, referrals, and authorizations in patient access operations.
- Mentored staff and worked with financial processes, building an understanding of revenue cycle workflows and frontline operational needs.

EDUCATION

Boise State University
Bachelor of Arts - Interdisciplinary Professional Studies
Focus: Communication and Public Health

EPIC CREDENTIALS

Epic Tapestry Administration

Tapestry Essentials (October 2023); Tapestry Eligibility & Enrollment Administration (February 2024); Tapestry CRM Administration (October 2023); Tapestry Claims and Contracts Administration (October 2023); Tapestry Accounts Payable Administration (November 2023); Health Plan Readiness (September 2023).

Epic Training & Education

Training Environment Build (January 2024); Tapestry Curriculum (September 2023).

Other Epic Applications and Credentials

EpicCare Ambulatory (June 2017); Research Billing (August 2022); MyChart (October 2023).

Issue dates shown.

ADDITIONAL CERTIFICATES

Medical Administrative Support Technical Certificate
College of Western Idaho

Dispute Resolution Certificate with Life Skills Emphasis
Boise State University | December 2018