

Jason Pagliaro

Senior Healthcare Interoperability Product & Delivery Leader

Aurora, CO | Remote

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Professional Summary

Senior healthcare interoperability product and delivery leader with 18+ years across implementation, support, technical operations, enterprise delivery, and product ownership. Career centered on EHR interoperability across hundreds of ambulatory and acute care EHR/EMR systems, with depth spanning database and ODBC connectivity, interface engines, APIs, FHIR, SMART on FHIR, webhooks, CDS Hooks, RPA, and disciplined go-live control.

Selected Outcomes

- **Connected hundreds of ambulatory and acute care EHR/EMR systems:** Built career-long interoperability depth across databases, ODBC and SQL workflows, interface engines, APIs, FHIR, SMART on FHIR, webhooks, CDS Hooks, and RPA-style automation workflows.
- **Built and led a 22-person support organization:** Established the service model, escalation standards, and operational feedback loops that improved signal for implementation and engineering teams.
- **Integrated post-acquisition teams in 8 months:** Aligned workflows, platform direction, and release planning within an 8-month transition window to maintain delivery continuity during organizational change.
- **Led onboarding and launch governance for national lab work:** Coordinated interface readiness, issue flow, and hypercare expectations across high-visibility delivery windows.

Core Skills

Interoperability Standards & Healthcare Domain

Standards, care settings, and implementation constraints used across career-long EHR interoperability work.

- Care-setting breadth across hundreds of ambulatory and acute care EHR/EMR systems, including Epic, eClinicalWorks, and ModMed environments
- Standards and auth: HL7 v2, FHIR DSTU2, R4, and R5, SMART on FHIR, CDS Hooks, and OAuth2
- Workflow alignment across clinical, operational, vendor, and engineering teams in regulated interoperability programs
- Discovery and acceptance criteria definition for mixed legacy and modern connectivity models

Product Strategy, Ownership & Delivery Governance

Product strategy and program practices used to keep delivery credible from discovery through launch.

- Discovery facilitation, scope definition, and requirement traceability
- Prioritization using implementation risk, support trends, and onboarding friction
- Story writing, acceptance criteria, launch gates, and dependency tracking
- Standardization decisions versus partner-specific exception handling
- Cross-functional planning across engineering, QA, operations, and customer teams
- Risk management, escalation handling, and executive-ready status communication

Technical Delivery & Implementation Operations

Execution depth across connectivity patterns, testing, production readiness, and issue flow.

- Connectivity patterns: databases, ODBC, SQL, REST APIs, OpenAPI or Swagger artifacts, webhooks, and interface engines
- RabbitMQ, queue-based coordination, and event-driven workflow management in high-volume delivery environments
- Automation and RPA-style operational workflows that reduce manual handoffs and reporting churn
- Integration testing, UAT sequencing, defect triage, cutover readiness, and post-live stabilization

Stakeholder Leadership & Post-Live Optimization

Operational leadership focused on stable launches and measurable follow-through after release.

- Hypercare leadership, incident ownership, and support handoff design
- SLA performance review, support trend analysis, and remediation prioritization
- HIPAA-aware delivery practices, PHI/PII handling, and audit-conscious process design
- Tooling fluency with Jira, Confluence, Azure DevOps, GitHub, and SQL-based reporting collaboration

Experience

Product Owner – Interoperability & Enterprise Delivery | ELLKAY, LLC

JANUARY 2024 - PRESENT | REMOTE

Owens EHR interoperability discovery, scope definition, testing readiness, and go-live coordination for healthcare connectivity programs spanning mixed legacy and modern integration patterns, grounded in 18+ years of implementation and delivery context.

- Translate customer, technical, and clinical requirements into delivery-ready stories, acceptance criteria, and launch gates for ambulatory and acute care interoperability programs.
- Coordinate modern interoperability workstreams spanning HL7 v2, FHIR, SMART on FHIR, CDS Hooks, REST APIs, webhooks, and interface engine delivery across engineering, QA, security, and client teams.
- Run cross-functional execution reviews that keep database, API, workflow, support, and release dependencies visible before production decisions.
- Use post-live reliability signals, recurring support patterns, and delivery risk to prioritize remediation work after launch.

Enterprise Project Manager | ELLKAY, LLC

JANUARY 2020 - DECEMBER 2023 | REMOTE

Led enterprise delivery workstreams for high-volume interoperability programs with compressed onboarding timelines, strict operational coordination needs, and partner-system variation built from hundreds of ambulatory and acute care environments.

- Managed integration delivery across a wide range of partner environments, building career experience connecting hundreds of ambulatory and acute care EHR/EMR systems.
- Supported remote testing workflow rollouts for colleges and universities during high-visibility pandemic response operations.
- Directed HL7 v2 orders/results processing coordination across event-driven workflows, queue-based systems, and release checkpoints.
- Managed interface mapping, integration testing, and go-live communication across engineering, QA, operations, and client-facing partners.

Technical Operations & Special Projects Lead | ELLKAY, LLC

JANUARY 2016 - DECEMBER 2019 | REMOTE

Partnered with executive leadership on technical operations gaps, platform risks, and process improvements that affected delivery quality across a business connecting hundreds of healthcare organizations.

- Partnered directly with the CTO on high-priority operational and product issues that threatened implementation timelines and customer confidence.
- Introduced automation, RPA-style internal tooling, and reporting workflows that improved repeatability across onboarding, support, and issue triage.
- Led technical audits and vendor evaluations that strengthened reliability and compliance readiness in regulated healthcare environments.
- Improved incident response, support handoff, and remediation playbooks across operations and engineering teams.

Post-Acquisition Integration Manager | ELLKAY, LLC

2012 - 2015 | REMOTE

Integrated newly acquired teams and platforms within an 8-month transition window while preserving delivery continuity, launch quality, and roadmap alignment.

- Aligned CareEvolve teams, workflows, and roadmap priorities within an 8-month post-acquisition transition window.
- Transitioned a third-party interface engine to an internal integration platform to improve delivery control and onboarding consistency.
- Standardized interface build, testing, and support workflows to strengthen SLA adherence and reduce operational friction.
- Coordinated release planning across teams during organizational and platform change.

Support Manager | ELLKAY, LLC

2009 - 2012 | REMOTE

Built the support organization and service model that gave implementation and engineering teams clearer operational signal, eventually scaling the function to 22 team members.

- Founded and scaled the first standalone Support department to 22 team members.
- Defined escalation flows, severity standards, and SLAs that improved resolution consistency and service governance.
- Created feedback loops between support, implementation, and engineering teams to prioritize recurring interface issues.
- Served as senior escalation lead for critical incidents and post-go-live stabilization needs.

Implementation & Support Analyst | ELLKAY, LLC

2007 - 2009 | REMOTE

Built early-career depth in software implementation, data mapping, database connectivity, and production support that later scaled across hundreds of healthcare clients and partner systems.

- Installed software and configured database connectivity, ODBC connections, and data mappings for laboratory and EHR-connected healthcare clients.
- Integrated patient management and EHR systems via SQL and ODBC workflows, APIs, interface logic, and automation-assisted handoffs.
- Executed validation and go-live readiness checklists with client teams to support safe production launches.
- Documented mapping specifications, requirements, and handoff materials for more predictable implementations.

Certifications

- **Certified Scrum Master (CSM)** (August 2022)