Paul D. Copeland RN, BSBM

Clinical Consultant · EHR Adoption & Clinical Informatics

Grand Haven, MI · paul@pauldcopeland.com · pauldcopeland.com

Professional Summary

Registered nurse with 34 years across surgery, ICU, ER, care management and revenue cycle, plus a degree in business management. I connect the bedside with the systems behind it. I led the design, testing and go-live of the Cerner SurgiNet Anesthesia module, served as a Cerner PowerChart master trainer, and supported Epic adoption for care management staff. I bring clinician credibility to physicians and nurses, practical training that sticks, and an eye for the revenue a workflow is quietly losing.

34 yrs
Registered nurse: surgery, ICU, ER, care management

$145K
First-year savings from a charge-tracking model built after a Cerner go-live

$300K
Recovered through DRG and Medicaid sepsis denial appeals

95–98%
Of patients meeting goals within 6–8 weeks, sustained after one year

Core Skills

EHR adoption	Oracle Health (Cerner) SurgiNet & PowerChart, Epic · workflow design · testing & device integration · go-live support · train-the-trainer · end-user and physician education
Revenue cycle	DRG validation · medical-necessity & denial appeals · RAC audits · CMS guidelines · charge capture · cost containment
Clinical	Peri-operative & robotic surgery (da Vinci) · ICU · ER · vascular · heart failure · chronic disease & care management
Leadership	Charge nurse: ICU, ER & surgery · Vascular surgery team lead · Program development · steering committees · physician engagement · process improvement
Quality & safety	Surgical & environmental safety · practice standardization · Joint Commission & CMS survey readiness · shared governance · staff orientation

Experience

Care Manager
Feb 2025 – Present

Corewell Health · Family Practice Clinics

- Expanded Corewell's care management program into two family practice clinics, managing an independent patient caseload.
- Coach patients on self-management of hypertension, diabetes, COPD, heart failure and chronic renal failure. **95–98% of patients meet goals within 6–8 weeks, with sustained management after one year.**
- Strengthen communication between physicians and patients to keep care plans on track.

Peri-Operative Service Line Lead, da Vinci Robotics & General Surgery
Oct 2023 – Aug 2024

Trinity Health Muskegon

- Hired to expand the da Vinci robotic surgery program from one robot to four, and **doubled it to two robots** during my tenure. Set its practice limits, education and supply plans.
- Ran the physician steering committee agenda and communication across surgeons, staff and leadership.
- Trained physicians and staff on the robot through orientation and ongoing updates; covered case setup, on-time starts and room turnover.

Clinical Payment Resolution Specialist

Feb 2021 – Oct 2023

Trinity Health Patient Billing Services · Remote

- Reviewed payor DRG and medical-necessity denials and wrote the clinical appeals.
- Defined the role's process from scratch: orientation manual, DRG appeal templates and the RN RAC audit process. Oriented new nurses to the DRG team.
- Escalated improperly denied Medicaid sepsis claims with contracting and legal, applying CMS and NY State DOH sepsis criteria. **$300,000 recovered across current and retroactive cases.**
- Identified hospital process issues putting about $700M a year at risk, and wrote a business proposal covering problems, solutions and implementation steps, **projected to save $240M a year at a 33% success rate**.

Care Manager

Dec 2017 – Nov 2020

Spectrum Health (now Corewell Health) · Butterworth Hospital, Heart Failure Clinic, Priority Health

- Provided discharge planning, patient education and care coordination for heart failure patients.
- Helped build processes that **reduced 30-day heart failure readmissions** and decreased missed clinic visits while improving treatment adherence.
- Served as an Epic educational resource for staff, and taught RN care managers about heart failure.

Staff RN, Charge Nurse & Vascular Surgery Team Lead

Jun 1997 – Dec 2017

Mercy Health Muskegon (now Trinity Health Muskegon)

Cerner SurgiNet Anesthesia module implementation

- Led design, testing and go-live, and educated physicians on the new workflow. **Received a Corporate Recognition for Excellence.**
- Spotted missed charges after go-live and built a charge-tracking model. **$145,000 saved in the first year.**
- Tested data transfer from multiple anesthesia machines into SurgiNet to confirm accurate device integration.
- Built the training module used to onboard future users.

Cerner PowerChart

- Master trainer: taught the staff trainers, then designed and taught a training program specific to Surgical Care Services.

Clinical leadership

- Charge nurse in ICU, ER and surgery; team lead for vascular surgical and interventional procedures.
- Standardized surgical and environmental safety practices, and oriented 40 staff to them.
- Prepared staff to serve on shared governance councils; took part in Joint Commission and CMS survey readiness.
- Secured funding and paid time for a staff education curriculum and taught it, which improved staff–leadership communication and morale.
- Found a cost saving on IV tubing. **$30,000 one-time plus $12,000 a year.**

Recognition

Corporate Recognition for Excellence
Trinity Health · SurgiNet Anesthesia implementation

Recognition for Program Development
Trinity Health · education and payor relations

Led the department in patient satisfaction comments
Surgery

Education & Credentials

B.S. Business Management (BSBM)
Cornerstone University · GPA 3.97

Associate Degree in Nursing (ADN)
Grand Rapids Community College

Registered Nurse, Michigan
Active license

da Vinci Certified Robot Coordinator
2024 · BLS certified