

Hannah Glenn

Laboratory Systems Interface Analyst

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STRENGTHS

- ♥ **Patient safety focus**
During urgent interface incidents, triaged result risks first and stayed with validation until clinical delivery was confirmed.
- 🔍 **Root cause analysis**
When queues failed, traced message flow and mapping logic until teams could act on a clear cause.
- 👥 **Cross team coordination**
Vendor and laboratory partners received practical context, which helped difficult analyzer changes move forward smoothly.
- ♥ **Workflow translation**
Bench observations became useful system changes, reducing manual corrections and giving clinical teams more dependable results.
- 🌀 **Calm incident response**
After hours support called for steady decisions, and verified restoration mattered more than simply closing a ticket.

SKILLS

HL7 Troubleshooting

Data Mapping Epic Beaker

Epic Bridges Cloverleaf

Data Innovations Interface Queues

Code Translation

Point of Care Connectivity

Diagnostic Instrument Connectivity

Orders and Results Workflows

Laboratory Middleware

LIS and EHR Integration

Downtime Response

SUMMARY

Laboratory Systems Interface Analyst with eight years supporting clinical laboratory workflows, LIS and EHR integration, diagnostic instrument connectivity, middleware, and **HL7 interfaces**. Combines Medical Laboratory Scientist knowledge with hands on expertise in **Epic Beaker**, **Epic Bridges**, Data Innovations, Cloverleaf, point of care connectivity, **orders and results** workflows, data mapping, and code translation. Supports multi site instrument environments while protecting specimen integrity, result accuracy, and patient safety. Leads validation, queue monitoring, microbiology mapping, quality control configuration, downtime response, and urgent troubleshooting across laboratory, clinical, IT, vendor, and reference laboratory teams. Translates workflow needs into dependable configurations, clear documentation, and practical support processes. Brings calm analysis to complex incidents and can contribute reliable interface delivery, safer operations, and stronger collaboration in a clinical technology environment.

EXPERIENCE

Senior Laboratory Interface Analyst

Pinecrest Regional Medical Network 📅 January 2023 - Present 📍 Macon, GA

Leads laboratory interface operations across three clinical sites, supporting more than 40 diagnostic and point of care devices, Epic Beaker, middleware, vendors, validation, downtime recovery, and patient safe result delivery.

- Supported more than 40 devices across three sites, preserving reliable instrument and Epic workflow exchange.
- Configured **HL7 orders and results** interfaces through Epic Bridges and Cloverleaf, preventing disrupted result delivery.
- Maintained **Data Innovations** mappings for tests, organisms, specimens, sensitivities, microbiology, and **quality control**.
- Led vendor troubleshooting, documenting **root causes**, corrective actions, **validation** evidence, and production readiness decisions.
- Coordinated analyzer replacements and upgrades, validating orders, accessioning, flags, transmission, and downstream display.
- Provided after hours incident support, prioritizing **patient safety** risks and verified message flow restoration.

Laboratory Systems Analyst

Coastal Valley Health Services 📅 January 2021 - December 2022 📍 Warner Robins, GA

Supported laboratory systems across hospital and outpatient settings, maintaining middleware, interfaces, reference laboratory mappings, validation evidence, downtime readiness, and workflow improvements for clinical operations.

- Maintained chemistry, hematology, **microbiology**, and point of care interfaces across hospital and outpatient workflows.
- Investigated failed HL7 messages in queues, correcting mappings and confirming results reached intended patient records.
- Built instrument and reference laboratory code mappings across **middleware**, **Epic Beaker**, and external systems.
- Executed validation plans for interface changes, comparing expected **orders and results** with source system data.
- Translated bench workflow needs into system changes that reduced manual corrections and protected result integrity.
- Supported upgrades, **downtime** exercises, and vendor troubleshooting with clear documentation for recurring support scenarios.

Medical Laboratory Scientist, LIS Support Specialist

Magnolia Community Hospital 📅 January 2019 - December 2020 📍 Albany, GA

LANGUAGES



MY CAREER



- Senior Laboratory Interface Analyst at Pinecrest Regional Medical Network (3.8 Years)
- Laboratory Systems Analyst at Coastal Valley Health Services (1.9 Years)
- Medical Laboratory Scientist, LIS Support Specialist at Magnolia Community Hospital (1.9 Years)
- Medical Laboratory Scientist at Lakeview Diagnostic Laboratory (2 Months)

Performed clinical testing while supporting LIS workflows, analyzer connectivity, **point of care systems**, result transmission, user issues, vendor coordination, and laboratory troubleshooting across daily operations.

- Performed clinical testing while supporting **LIS** workflows, analyzer connectivity, result transmission, and system issue resolution.
- Investigated analyzer and patient result discrepancies, escalating defects with specimen, message, and instrument context.
- Maintained approved test and specimen mappings, verifying values across **instruments, middleware**, and LIS systems.
- Supported point of care connectivity, confirming patient identifiers and synchronized results within clinical records.
- Coordinated analyzer installations with **IT** and **vendors**, checking order entry through final result display.
- Created troubleshooting references for queue, mapping, and connectivity issues, improving off hours escalation.

Medical Laboratory Scientist

Lakeview Diagnostic Laboratory 📅 October 2018 - December 2018 📍 Valdosta, GA

Performed core laboratory testing with responsibility for quality control, specimen handling, **diagnostic instrumentation**, LIS orders and results, result verification, safety, and early instrument to LIS troubleshooting.

- Performed core testing with established **quality control**, specimen handling, and result verification procedures.
- Operated **diagnostic instruments**, reviewing flags, quality control status, and specimen integrity before releasing results.
- Used LIS **orders and results** workflows to accession specimens and verify accurate clinical transmission.
- Investigated specimen and result discrepancies, escalating instrument or system concerns with supporting details.
- Applied **infection prevention, PPE**, and laboratory safety requirements during testing and specimen processing.
- Traced orders through analyzer processing and final reporting, building early instrument to LIS expertise.

PROJECTS

Multi Site Interface Reliability Program 📅 2026

Supported reliable exchange across more than 40 diagnostic and point of care devices, strengthening Epic, middleware, and clinical result workflows across three sites.

Microbiology Mapping Validation 📅 2024

Maintained organism, antibiotic sensitivity, specimen source, test, and quality control mappings, protecting accurate microbiology results and safer clinical decisions.

LEADERSHIP & AWARDS

- Senior analyst recognition for dependable after hours interface incident support and patient safety focused restoration.
- Clinical systems leadership recognition for coordinating analyzer upgrades, validation evidence, and vendor resolution across laboratory teams.
- Laboratory service recognition for clear troubleshooting references and practical support during downtime exercises.

EDUCATION

Bachelor's Degree in Medical Laboratory Science

Georgia Southern University 🎓 GPA: 4.0 📅 2018 📍 Statesboro, GA

Coursework: Clinical chemistry, hematology, microbiology, immunology

CERTIFICATIONS

- Medical Laboratory Scientist, ASCP 📅 2018
- Medical Laboratory Scientist Credential 📅 2018

TECHNICAL SKILLS

- **Laboratory Information Systems:** Epic Beaker, Data Innovations, LIS
- **Interface Engines:** Epic Bridges, Cloverleaf, interface queues
- **Messaging Standards:** HL7, orders messages, results messages
- **Instrument Connectivity:** Beckman, diagnostic instruments, analyzer interfaces
- **Point of Care Systems:** Point of care connectivity, device interfaces, result synchronization
- **Laboratory Mapping:** Test mapping, specimen source mapping, organism mapping
- **Microbiology Systems:** Antibiotic sensitivities, microbiology content, organism codes
- **Quality Systems:** Quality control mapping, validation plans, result verification
- **Clinical Workflows:** Accessioning, order entry, result reporting
- **Operational Support:** Downtime response, incident resolution, after hours support
- **Data Exchange:** Reference laboratory data, code translation, message tracing
- **Safety Practices:** Infection prevention, PPE, laboratory safety

PROFESSIONAL AFFILIATIONS

- American Society for Clinical Pathology, Medical Laboratory Scientist professional community participant.
- Healthcare laboratory systems collaboration with laboratory, IT, clinical operations, vendors, and reference laboratories.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST