

## **Chris Mitchell**

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### PROFILE

An experienced consultant and analyst with twenty-one years' professional experience in computing, sixteen of which in a healthcare environment. Proven track record in analysis, training, project management and software development.

### KEY SKILLS

- Effective project management, including practical PRINCE experience.
- Knowledge of procurement procedures within the NHS.
- Identifying training needs, developing and delivering training courses.
- Working with sites to identify the best technical solution to their needs.
- Implementing technical solutions accurately and to tight deadlines.
- Ability to communicate well at all levels across organisations.

### KEY TECHNICAL SKILLS

- M-Technology (MUMPS, DSM, MSM)
- Pick-like DBMS (UniVerse, Unidata, Prime INFORMATION)
- Ampersand & PACE application generator

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### CAREER REVIEW

#### **Independent Consultant, Reality Consulting Limited**

**1995-date**

Director of a limited company (consisting of three consultants) specialising in IM&T technical consultancy and implementation services to the NHS. Projects undertaken for various clients in London, Bristol and across the UK in which I have been the key consultant include:

#### **Healthcare:**

- Procurement consultancy including production of Summary of Need documents
- Development and delivery of MUMPS training courses
- Project management of a major pathology system
- Data transfer contracts involving code mapping (eg SNOMED)
- Development and technical documentation of an anti-coagulation system
- Providing demonstrations to prospective customers for a major supplier
- Development of various pathology application courses
- Requirements analysis for suppliers
- Porting of systems from legacy hardware platforms
- Systems analysis and production of program specifications
- Bespoke software developments
- Development of various application interfaces for exchanging information
- Internet consultancy for the NHS Information Management Group
- User Acceptance testing
- Y2K and other test plans
- Production of technical and user documentation

#### **Financial & Agricultural (using &PACE and UniVerse):**

- Acceptance testing of a Pick-based agriculture system used by DEFRA (formerly MAFF)
- Data warehousing using Pick in the Lloyd's underwriting market
- System development using Pick in the Lloyd's underwriting market
- Y2K modifications to financial software
- Making systems Euro compatible
- Support of underwriting system

#### **Other:**

- Feasibility study for implementing a help desk for a major supermarket chain

The above have all been done via Reality Consulting Limited, generally on a short-term fixed-price basis.

## **Summary of formal contracts and previous permanent employment**

As a director of Reality Consulting Limited, most of the work I undertake is the development and support of our own products, and undertaking work for our existing clients on a fixed-price basis. In addition to this, I occasionally undertake formal contracts on a time and materials basis - this page summarises these contracts.

### **Ministry of Agriculture, Farming and Fisheries, London      July 2000 - August 2000**

This contract, undertaken via Reality Consulting, was for user testing of a Pick-based agricultural system used by the Ministry (now DEFRA).

- Drawing up test plans
- Carrying out testing in accordance with test plans
- &PACE consultancy

### **FHS Computer Unit, Exeter      July 1996 - Nov 1996**

On this contract, undertaken via Reality Consulting, I was working as a MUMPS Analyst/Programmer on a system used by all Health Authorities in the UK to provide payments to GPs. The FHS is part of the National Health Service, and has been awarded ISO9001.

- Producing specifications and liaising with users
- Programming changes and new software for the system
- Producing and running test plans in accordance with the quality procedures

### **Analyst/Programmer, Oxford Consortium      1994-1995 (contract)**

Oxford Consortium maintained a portfolio of MUMPS-based software used in the Oxford region, including a MUMPS-based PAS.

- Integrating a patient administration system (PAS) with a third-party ad-hoc report generator
- Development of PC macros to integrate PAS
- Implementation of ICD10, OPCS4 and Read into a patient administration system
- Production of statistical reports of clinical coding
- Development of interfaces to third party ICD9/ICD10/OPCS PC-based encoders

### **Customer Account Manager, *SWift* Information Technology      1993-1994 (permanent)**

*SWift* Information Technology (formerly the Medical Computer Centre of the South Western Regional Health Authority) is responsible for developing medical systems used in hospitals throughout the South West and elsewhere.

Systems are developed in MUMPS running on DEC VAX machines under VMS, in MSM running on Unix platforms and in DSM-11 running on PDP-11 machines.

- Responding to Operational Requirements and organising demonstrations
- Customer Services Manager responsible for handling the marketing of the organisation's products
- Handling advertising and organising exhibitions and Open Days
- Setting training standards for use within the organisation
- Developing and delivering an internal training course on Developing Training Skills
- Producing organisation's newsletter for distribution to current and prospective customers

**Software consultant, *SWift* Information Technology  
(contract)**

**1991-1993**

- Project manager for implementing cervical cytology system in the region
- Development of Down's Syndrome screening software within pathology
- Development of the Chemistry and Haematology modules for an integrated pathology system
- Procurement issues including responding to Statements of Need and liaising with potential customers
- Organising training and demonstrations
- Project management of GP links as part of a national DoH funded demonstrator project

**Training Manager, Ampersand Systems Limited  
(permanent)**

**1987-1991**

Ampersand is a software house specialising in a number of market areas including healthcare, the Lloyd's insurance market, museums, local government and educational establishments.

- Development of database applications
- Designing and delivering training courses across the UK and Europe
- Pre-sales consultancy

**Analyst/Programmer, SWRHA  
(permanent)**

**1984-1987**

- Development and support of pathology system
- Development of communication links between hospitals
- Designing and delivering in-house training courses
- Involved in initial design of an integrated pathology system using SSADM

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### ADDITIONAL CONSULTANCY DETAILS (undertaken prior to 1994)

- Contract for Isle of Man Health Authority to implement communications software for a pathology analyser, using MUMPS
- Contract for John Menzies to implement a news wholesaler system
- Contract for the University of Cardiff to analyse epidemic statistics as part of a project funded by the Department of Health
- Various contracts to analyse statistics using Lotus-123
- Various small PC based contracts using Lotus-123 and dBase III

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### RELEVANT TECHNICAL EXPERIENCE SUMMARY

PRIMARY LANGUAGES: M-Technology/MUMPS (DSM and MSM), &PACE,  
INFO/BASIC

DBMS: Various Pick-like DBMS including Prime INFORMATION,  
UniVerse and Unidata

PACKAGES: Various PC and Mac packages particularly Microsoft Office  
(Word, Access, Excel, Powerpoint).

### RELEVANT TRAINING COURSES

ESTABLISHMENT: South Western Regional Health Authority/*SWiff*

TRAINING: MUMPS Introductory, MUMPS Advanced  
NCC Systems Analysis course  
Microsoft Access programming  
PRINCE Project Management methodology  
POISE procurement methodology

ESTABLISHMENT: Ampersand Systems Limited

TRAINING: &PACE Introductory, &PACE Advanced  
Prime INFORMATION expert course  
Primos System Administrator's course  
Dale Carnegie course  
Presentation Skills course  
Lecturer course