

# 2019 Spring Symposium

## Track A: The New-Age Provider

### Session 2

**Topic:** A Strategy for Improved Access to Care

**Speaker:** Jake Moore, Enterprise Access Manager, Penn Medicine EHR Transformation Team  
Penn Medicine

### Speaker Bio

Jake Moore is currently an Enterprise Access Manager for the Penn Medicine EHR Transformation team. In this role, he has led multiple enterprise wide projects such as Mychart direct scheduling, scheduling tickets, text appointment reminders, and Kyruus' Provider Match software. Prior to his current role, Jake started at Penn Medicine as an intern for Human Resources and then became the practice manager for the department of dermatology. From there, he joined the EHR Transformation team where he was a Senior Business Process Consultant. He holds a Bachelor's degree in Hospitality from the University of South Carolina and a Master's in Business Administration from Widener University.