Jason Pagliaro

Senior Healthcare Interoperability Product Leader

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Summary

Senior healthcare interoperability product leader with 18+ years progressing from implementation and support through enterprise programs to product ownership. Shapes EHR integration strategy, platform priorities, product requirements, and launch decisions across hundreds of ambulatory and acute care EHR/EMR systems, with depth spanning HL7 v2, FHIR, SMART on FHIR, CDS Hooks, interface engines, APIs, database connectivity, and post-live learning.

Selected Outcomes

Connected hundreds of ambulatory and acute care EHR/EMR systems

Built the technical and user context to guide product decisions across databases, interface engines, APIs, FHIR, SMART on FHIR, webhooks, CDS Hooks, and automation workflows.

Built and led a 22-person support organization

Established the service model, escalation standards, and feedback loops that turned recurring integration issues into clearer product and engineering priorities.

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

Balanced program urgency with interface readiness, data-integrity evidence, issue ownership, and hypercare expectations.

Core Skills

Product Strategy & Portfolio Direction

Product judgment for deciding which interoperability problems deserve platform investment and how to sequence them.

- Product problem framing across customer, clinical, technical, and operational needs
- Roadmap prioritization using onboarding friction, support trends, launch risk, customer urgency, and reusable platform value
- Standardization decisions versus explicit partner-specific exception handling
- Legacy-to-modern platform choices grounded in installed-base delivery and support realities

Discovery, Roadmaps & Prioritization

Evidence-driven practices that turn ambiguous integration requests into executable product decisions.

- Discovery facilitation, user and workflow context, scope boundaries, and requirement traceability
- Story writing, acceptance criteria, success signals, and dependency decisions
- Customer-specific urgency balanced against repeatable platform capability
- Cross-functional alignment across engineering, QA, operations, implementation, security, customers, and vendors

Clinical-Data Interoperability Platforms

Technical fluency used to make credible product tradeoffs across healthcare integration patterns.

- HL7 v2, FHIR DSTU2, R4, and R5, SMART on FHIR, CDS Hooks, and OAuth2
- Databases, ODBC, SQL, REST APIs, OpenAPI or Swagger artifacts, webhooks, and interface engines
- RabbitMQ, queue-based coordination, event-driven workflows, and automation-assisted handoffs
- Care-setting context across hundreds of ambulatory and acute care EHR/EMR systems, including Epic, eClinicalWorks, and ModMed environments

Delivery Governance & Launch Decisions

Operating controls that connect product intent to safe, evidence-based production decisions.

- Integration testing, UAT sequencing, defect triage, launch gates, cutover readiness, and hypercare
- Risk ownership, escalation paths, support handoffs, and executive-ready decision communication
- HIPAA-aware delivery practices, PHI/PII handling, and audit-conscious process design
- Tooling fluency with Jira, Confluence, Azure DevOps, GitHub, and SQL-based collaboration

Measurement & Post-Live Learning

Operational evidence used to judge product outcomes and improve future platform decisions.

- Interface reliability, SLA performance, onboarding cycle time, data-quality exceptions, and incident resolution trends
- Support ticket patterns and escalation themes as inputs to remediation and roadmap prioritization
- Post-live review cadences that compare intended outcomes with observed workflow behavior
- Feedback loops across support, implementation, engineering, and product teams

Experience

Product Owner — Interoperability & Enterprise Delivery | ELLKAY, LLC

JANUARY 2024 - PRESENT | REMOTE

Owns product definition and execution for EHR interoperability work spanning installed-base integration patterns and modern APIs, using implementation evidence to shape priorities, requirements, and launch decisions.

- Frame customer, clinical, and operational needs as product problems, then define stories, acceptance criteria, success signals, and launch gates for ambulatory and acute care integrations.
- Prioritize work using onboarding friction, recurring support evidence, interface reliability, customer urgency, and the opportunity to create reusable platform capabilities.
- Guide tradeoffs across HL7 v2, FHIR, SMART on FHIR, CDS Hooks, REST APIs, webhooks, and interface-engine workflows while keeping installed-base support costs visible.

Enterprise Project Manager | ELLKAY, LLC

JANUARY 2020 - DECEMBER 2023 | REMOTE

Led enterprise interoperability programs where customer urgency, repeatability, data integrity, and support readiness competed for attention across hundreds of partner-system variations.

- Translated recurring variation across hundreds of ambulatory and acute care EHR/EMR systems into clearer onboarding requirements, decision points, and reusable delivery patterns.
- Led remote testing workflow rollouts for colleges and universities, balancing compressed demand with data integrity, operational readiness, and transparent risk decisions.
- Defined shared success criteria for HL7 v2 orders/results processing across event-driven workflows, queue-based systems, release checkpoints, and early-life support.

Technical Operations & Special Projects Lead | ELLKAY, LLC

JANUARY 2016 - DECEMBER 2019 | REMOTE

Partnered with executive leadership to identify platform and operating-model problems, evaluate alternatives, and turn recurring delivery friction into prioritized product and process improvements.

- Partnered directly with the CTO to frame high-priority operational and product issues, expose customer and platform risk, and clarify decision options.
- Prioritized automation, RPA-style internal tooling, and reporting workflows where manual handoffs were creating repeatable onboarding and support problems.
- Led technical audits and vendor evaluations by comparing reliability, compliance readiness, operating fit, and long-term ownership tradeoffs.

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.

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.

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.

Certifications

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