

# Shawn Iachetta

## Where Clinical Operations Meet Integration Engineering

19 years bridging healthcare operations and technology — implementing, integrating, and supporting critical clinical systems across North America and beyond.

### SUMMARY

19 years in Healthcare IT — interface engineering, implementation, data work, and owning the customer relationship through all of it. Personally led 15+ health system implementations start to finish, including first-in-the-US deployments, across every facility type from solo practices to large IDNs. Hands-on with HL7, DICOM, REST API, XML, ETL pipelines, Epic, Cerner, and database integration. Can explain a complex interface to a clinical director, then walk next door and talk specs with IS. Stays calm when go-lives go sideways. Prefers to be onsite. Four careers, one company.

### EXPERIENCE

#### Support & Interface Engineer

Getinge USA, Inc. Jan 2025 – Apr 2026

- Built a unified ecosystem connecting T-DOC, Torin, and Tegriss with hospital clinical and IS software platforms across multiple health systems
- Owned projects end to end: drafting scope, working with Sales on quotes, running implementations, and documenting every change along the way
- Certified on BridgeLink Interface Engine (in-person, Q1 2026) — a Mirth Connect-based platform — to pull, transform, and route data across HL7, REST API, DB Query, XML, and CSV
- Configured DICOM routing from OR Integration systems into hospital PACS and VNA platforms, keeping imaging data clean across the clinical chain
- Wrote Python scripts using pandas to query large operational datasets, eliminate anomalies, and spot trends in procedure scheduling and patient flow from check-in to discharge
- Served as a knowledge hub across Getinge globally — consulted by colleagues in other regions on product experience, edge cases, and implementation approaches; supported and visited Canada directly, and acted as a remote resource for teams across Europe and beyond who were working through similar challenges

#### Support Supervisor

Getinge USA, Inc. Jul 2019 – Dec 2024

- Coordinated work and priorities for 5 specialists across 3 product lines — keeping 200+ customers across the US and Canada well-supported
- Identified where the team was getting stuck and built around it — created processes and documentation that gave specialists clearer lanes, better tools, and more time for the actual work
- First call for complex issues and caught problems before customers knew they existed — kept the team sharp enough to handle both
- Brought field experience back to global teams and R&D to push for product improvements that actually mattered in practice

#### Senior Implementation & Support Specialist

Getinge USA, Inc. Jun 2010 – Jul 2019

- Primary implementation specialist for Healthcare Traceability & Documentation systems (T-DOC, Tegriss, Getinge Online) across the US and Canada — the role where deep clinical and technical expertise was built across every facility type
- Became the person colleagues and customers called when something was complex, undocumented, or hadn't been done before — a reputation built across 9 years and a range of expanding responsibilities
- Built technical maps of raw application databases and ran full migrations — conversion, merging, integrity checks — into the Getinge platform

### CONTACT

📞 (585) 409-8075

✉️ shawn@iachetta.pro

📍 Rochester, NY 14624

🌐 [linkedin.com/in/shawniachetta](https://www.linkedin.com/in/shawniachetta)

### TECHNICAL SKILLS

#### Integration & Interfaces

BridgeLink / Mirth Connect ●●●●○

HL7 (v2 / v3) ●●●●○

DICOM ●●●●○

REST API ●●●●○

XML / XSD ●●●●○

Epic & Cerner Integration ●●●●○

OR Integration Systems ●●●●○

Barco Nexxiss ●●●●○

#### Data & Scripting

Microsoft SQL Server ●●●●○

DB Migration & Mapping ●●●●○

ETL Pipeline Development ●●●●○

Python / pandas ●●●●○

PowerBI ●●●●○

#### Healthcare Domain

T-DOC / Tegriss / Torin ●●●●○

HIPAA Compliance ●●●●○

Sterile Processing ●●●●○

RFID & Barcode Systems ●●●●○

#### Security

Healthcare InfoSec ●●●●○

CTF / Penetration Testing ●●●●○

#### Delivery

Scope & Requirements ●●●●○

Clinical & Executive Communication ●●●●○

Technical Translation ●●●●○

- Built long-term relationships with customers who called directly — not through a ticket queue — for crisis support, second opinions, and ongoing guidance. That kind of trust takes years to earn and was consistent across accounts
- Integrated with Epic and Cerner environments throughout this period and beyond — building interfaces into their systems and coordinating directly with their technical teams during joint implementations

## IT Support Specialist

*Getinge USA, Inc.* Jun 2008 – Jun 2010

- Provided local and remote device support for US and Canada colleagues
- Developed a proactive approach of bringing IT directly to business conferences — working on devices hands-on in the field, paired with a streamlined migration tool that significantly reduced domain and email server transition downtime for users

## KEY ACCOMPLISHMENTS

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### ► **GIA Flowood, MS — First US Deployment of Torin Surgical Flow Dashboards**

- Led the first US deployment of Getinge's Torin Surgical Flow platform — no US reference site to lean on, figured it out as we went
- Mapped the gGastro EHR database and built a live ETL pipeline pushing procedure schedules and patient documentation into Torin Analytics in real time
- Delivered three dashboard layers: PHI-safe waiting room displays, clinical workflow views, and a PowerBI KPI suite for hospital leadership
- Pulled and cleaned 10 years of historical procedure data to feed ML models targeting shorter patient waitlists, better throughput, stronger revenue, and higher satisfaction scores

### ► **BJC Health System — Enterprise Multi-Hospital Deployment | St. Louis, MO**

- Ran a 9-month engagement across 5 hospitals — working shoulder to shoulder with PeriOp, IT, Sterile Processing, and OR teams
- Stayed onsite through holidays and weekends for a 7-week go-live — the most complex Getinge deployment in the US at the time
- Built custom integrations that became the internal benchmark for enterprise deployments going forward

### ► **North Mississippi Health Services — Flagship Facility | Tupelo, MS**

- Coordinated clinical staff, IS, and 3 outside software vendors — exceeded the original scope and established Sterile Processing and OR workflow standards that were picked up at other sites afterward

## EDUCATION & TRAINING

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### **Barco Nexxis Management System — Certified (2024)**

*OR Integration • Surgical Video & Data Routing*

### **BSides Rochester & BSides Buffalo — CTF Participant**

*Healthcare InfoSec focus • Hands-on offensive & defensive security*

### **BridgeLink Interface Engine — Certified (Q1 2026)**

*In-Person Certification • Mirth Connect Platform*

### **Microsoft SQL MCSA — Training Completed**

*Logical Operations*