Application: 5242

Venkatesh Jayaraman, Chief Technology Officer

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

ModMed®

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Venkatesh Jayaraman, Chief Technology Officer

Category

P10. Executive of the Year - Healthcare Technology

Executive Nominee Submission Format

Written Answers

a. Briefly describe the nominated executive's employer: the organization's history and past performance (up to 200 words). Required

ModMed® is transforming healthcare by placing doctors and patients at the center of care through an intelligent, specialty-specific cloud platform. We work with industry leaders to streamline integration and leverage clinical data from patient interactions to build solutions that save time and improve outcomes.

ModMed's all-in-one solution provides medical practices with clinical, financial, and operational software that enables them to grow and scale. Our differentiator is an integrated product suite, bridging the gap between front and back offices, providing everything needed to run a medical practice via a SaaS-based offering:

OFFICE & ADMINISTRATIVE—Practice management (PM) is easy-to-use for administrative tasks; practices receive electronic eligibility and claims submission.

CLINICAL DOCUMENTATION—ModMed's mobile electronic health record (EHR), EMA®, comes with system-generated notes based on documentation, built-in suggested coding and more.

PATIENT ENGAGEMENT—Practices facilitate an interactive patient experience with tools to streamline intake, offering patients access to information online, methods of communication and the opportunity to solicit feedback.

PAYMENT PROCESSING—ModMed Pay syncs with PM to alleviate administrative work and offers several payment methods, including contactless payment, and can facilitate payment plans.

DATA AND ANALYTICS—Leveraging data from EMA and PM, analytics solutions unlock insights from a practice's data to provide administrative, provider, and financial analytics reports.

b. Outline the nominated executive's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

Venkatesh Jayaraman (VJ) is the chief technology officer (CTO) at ModMed, where he provides strategic direction and technical leadership for the product engineering organization. He joined ModMed in early 2022 as the Senior Vice President of Engineering and has been CTO since January 2023. He has played a critical role in the strategic evolution of ModMed's product engineering organization.

VJ has designed and led the product engineering team through a complex technology and organizational transformation leveraging ModMed's unique Product Engineering Transformational Flywheel methodology for delivering customer delight at scale through improved system performance and accelerated feature delivery. It consists of three levers:

Cloud Operations
The integration of the cloud operations team with finance team members to govern cloud infrastructure with cost efficiency.
The implementation of new observability solutions to proactively identify and respond to potential issues.

Cloud Native Platform Architecture
Optimization, modularization, and modernization of platform architecture to support provider and traffic growth at scale, additional integrations, and artificial intelligence capabilities.

Organizational
Unlocking of new talent pipelines and capacity growth with the activation of a global capabilities center in India.
Implementation of SAFe agile concepts to increase throughput and alignment between investment and business priorities.
The application of the industry best practice concept of "team topologies" to align team structures to customer value streams and drive domain ownership.
Creating a unique partnership with a learning and development system provider to launch an upskilling program.
Establishing a data science and analytics CoE geared towards enabling AI solutions while ensuring data privacy.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other executives in your industry and/or to the nominee's past performance (up to 250 words). Required

The technology and organizational transformation achieved by the product engineering team under VJ's leadership is significant. It becomes even more impressive, considering it occurred in an ecosystem where traffic doubled within specific segments. An ecosystem with a complex set of competing priorities, including patient outcomes, physician administrative burden, infosec, privacy, government regulations, quality measures, partner integrations, enterprise strategy, and technology trends.

When transformation meets competing priorities, the organizational inclination towards resistance to change increases. VJ acknowledged this before the transformation began and employed change management methodologies before and during the transformation. He balanced his leadership with input from his team and other stakeholders, ensuring stakeholders understood they were partners to the change, not just subject to it. As lessons were learned, there were pauses for understanding and pivots toward success when needed. VJ maintained the course towards a scaled agile organization distributed globally that employs modern cloud engineering best practices.

Typically, major organizational transformations challenge delivery capability. However, under VJ's leadership, the ModMed product engineering team delivered significant new products with critical acclaim during this transformational achievement, including:

#1 in 2024 for integrated physician practice management, revenue cycle management, and electronic health record solution by Black Book (sixth consecutive year)

Top physician practice and ambulatory solution EHR in 2024 by Black Book for ModMed's new OBGYN specialty (and ModMed's ten other specialty-specific solutions)

Product of the year for its Klara patient collaboration and engagement solution by Big Awards for Business in 2023

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Venkatesh Jayaraman joins ModMed as Chief Technology Officer - https://www.modmed.com/press-release/venkatesh-jayaraman-joins-modmed-as-chief-technology-officer/

Venkatesh Jayaraman LinkedIn - https://www.linkedin.com/in/venkjay/

ModMed Product Engineering Transformational Flywheel - https://drive.google.com/file/d/12R63OpHp_9VLXDJn3ACOyZnicNE5VAuF/view?usp=drive_link

ModMed Triumphs in 2023 Big Awards for Business - https://www.modmed.com/press-release/modmed-triumphs-in-2023-big-awards-for-business-secures-top-honors-in-4-categories/

ModMed Ranks #1 in all 11 of its Specialty Specific EHR Systems - https://www.modmed.com/press-release/modmed-ranks-1-in-all-11-of-its-specialty-specific-ehr-systems-in-2024-black-book-survey/

Webpage Link

https://www.modmed.com/press-release/venkatesh-jayaraman-joins-modmed-as-chief-technology-officer/ (https://www.modmed.com/press-release/venkatesh-jayaraman-joins-modmed-as-chief-technology-officer/)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

https://www.linkedin.com/in/venkjay/ (https://www.linkedin.com/in/venkjay/)

Would you like to add an additional webpage link?

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Webpage Link 3

https://drive.google.com/file/d/12R63OpHp_9VLXDJn3ACOyZnicNE5VAuF/view?usp=drive_link
(https://drive.google.com/file/d/12R63OpHp_9VLXDJn3ACOyZnicNE5VAuF/view?usp=drive_link)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

https://www.modmed.com/press-release/modmed-triumphs-in-2023-big-awards-for-business-secures-top-honors-in-4-categories/ (https://www.modmed.com/press-release/modmed-triumphs-in-2023-big-awards-for-business-secures-top-honors-in-4-categories/)

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Yes

Web Page Link 5

https://www.modmed.com/press-release/modmed-ranks-1-in-all-11-of-its-specialty-specific-ehr-systems-in-2024-black-book-survey/ (https://www.modmed.com/press-release/modmed-ranks-1-in-all-11-of-its-specialty-specific-ehr-systems-in-2024-black-book-survey/)

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Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

No

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Terms and Conditions

I Agree