



## Heidi Hakala

**Passport:** CP1334827 | **Work permit:** Finnish | **Date of birth:** 14/10/1976 |

**Place of birth:** Espoo, Finland | **Nationality:** Finnish | **Phone number:**

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### WORK EXPERIENCE

01/11/2022 – CURRENT Kuopio, Finland

#### LEAD CONSULTANT PRODUCTIVITY LEAP

##### Lead Consultant, Productivity Leap Oy (11/2022 - Present)

As a lead consultant at Productivity Leap, Heidi is responsible for a variety of management consulting assignments, including project management, change management, and service design.

##### Functional Architect, Data Management Framework(10/2024–1/2025)

- Led the development of a high-level data management framework and data flow models for healthcare professionals in multiple regions (Pirkanmaa, Päijät-Häme, Kanta-Häme, Keski-Suomi, and Pohjanmaa).
- Supported Fimlab's strategic roadmap for data management, device integrations, change processes, and IT systems.

##### Project Manager, Microbiology System Implementation(5/2022–6/2023)

- Managed the implementation of the laboratory information system for microbiology, replacing the legacy system.

##### Project Manager, Fimlab Pohjanmaa LVMS Pathology System Implementation

- Led the deployment of the laboratory information system for microbiology in Pohjanmaa, decommissioning the previous system.

##### Project Manager, Laboratory message platforms Subcontracting Project Coordination(1/2023–10/2024)

- Oversaw the transition of subcontracting operations to the **Laboratory message platforms** platform.

##### Project Manager, Forssa Blood Bank System Implementation (11/2023–4/2024)

- Managed the implementation of the LIS Blood Bank System at Forssa, replacing the previous LifeCare system.

#### OMOP Assignments

##### Project Manager, HUS OMOP Data Warehouse Implementation(11/2022–1/2025)

- Led the implementation of an EHDEN OMOP-compliant data warehouse at HUS, covering five sub-projects: ONCOVALUE, iCAN, PääOMOP, Lakehouse transformation, and BiWeekly portfolio coordination.

##### Project Manager, TYKS OMOP Implementation (2/2023–6/2023)

- Managed the deployment of an OMOP data model for TYKS, aligned with EHDEN standards.

##### Project Manager, VTT OMOP Feasibility Study (5/2023–10/2024)

- Led the feasibility study for OMOP implementation at VTT.

##### Project Manager, FinRegistry OMOP Data Warehouse Implementation(1/2023–2/2024)

- Oversaw the establishment of an OMOP-compliant data warehouse for FinRegistry.

##### Project Manager, THL OMOP Final Report Review (11–12/2022)

- Coordinated the SME-side review of THL's final report on EHDEN OMOP implementation.

#### Other Assignments



**Project Manager, EC4Me Rare Diseases Research Project** (10/2023 - 10/2024)

- Managed the AI-driven research project for early detection of immunological rare diseases.
- Designed and implemented the OMOP data model, considering secondary data use regulations and governance models.

**Consultant, DigiFinland Minimum Data Set Project** (11/2022 - 1/2023)

- Provided consulting for assessing the readiness of Finnish welfare regions to implement minimum data set requirements for knowledge management.

**Project Manager, Espoo City Early Childhood Education eVAKA Reporting System** (11/2022 - 1/2023)

- Led the definition of reporting needs for Espoo's early childhood education system.

**Address** Productivity Leap Kuopio, Kauppakatu 25-27 , 70100 Kuopio, Kuopio, Finland

15/10/2021 – 31/10/2022 Kuopio, Finland

**MANAGING CONSULTANT** SALIVIRTA & PARTNERS AND NHG

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Heidi worked in the roles of managing consultant, project manager, service designer, and expert in healthca. Examples of assignments:

**DigiFinland, Productization of Electronic Archiving and Kanta Certification of the Transmission Service** (1-10/2022), **Consultant**

**PS HVA, Service Design for the Wellbeing Region's Digital Services** (4-10/2022), **Service Designer**

The project involved mapping the overall picture of the wellbeing region's digital services (current state), planning the transition towards consolidated services, conceptualizing the target state, and carrying out service design tasks for the implementation phase

**Social and Healthcare Company, A2 Product Certification Project Overview** (1-6/2022), **Project Manager/Consultant**

The project involved defining the phases and overall scheduling of the certification project for an A2-classified social and healthcare information system. The project description considered national archiving requirements, product minimum requirements, and outlined the requirements and phases for Kela joint testing, security assessment, and certification registration

**DigiFinland, Development of an Evaluation and Pricing Tool** (9-10/2022), **Project Manager/Consultant**

Facilitated the design of a benefits calculation framework in collaboration with the client. The evaluation and pricing tool is used nationally to assess the costs and implementation of system changes for wellbeing regions. The framework particularly considered the criticality of changes and costs

**Soite, Development of a Benefits Calculation Model for the Digital Services Implementation Process** (4-5/2022), **Consultant**

Designed a benefits calculation framework for the early stages of the implementation process. The framework focused on need-based procurement, added value for professionals, impact, and benefits of procurement. The calculation considered the added value and impact for customers, professionals, and the organization, including continuous measurement during the maintenance phase

**Concept Design for Wellbeing Regions' Websites (3 Wellbeing Regions)** (1-10/2022), **Service Designer**

Service design and requirements specification for the websites of three different wellbeing regions, including public websites and intranet platforms

**Consulting and Management of Laboratory Projects** (10/2021-10/2022), **Project Management**

Various assignments related to the management, consulting, and facilitation of laboratory transformation projects

**Conceptualization of Requirements for Mental Health and Substance Abuse Service Management System** (10-12/2021)

Conducted requirement mapping and definition for a service management system, including user interviews and requirements documentation

01/10/2012 – 01/10/2021 Tampere, Finland

**SERVICE MANAGER** MYLAB OY

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**Mylab Oy, Service Manager – ISLAB, PSSHP (KYS), PPSHP (OYS), and NordLab (Oulu, Kokkola), 2012-2021**



Managed service production and reporting for key customers, developed services and proactive maintenance planning, handled customer project portfolio management and reporting, led projects and process development, and served as a steering group member.

2017 – 01/10/2021 Tampere, Finland

**LEAD PROJECT MANAGER MYLAB OY**

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**Mylab Oy, Lead Project Manager – HUS Diagnostic Center My+ Project, 2017–2021**

Led the implementation project for a new laboratory information system across all HUS member municipalities (HUS, Päijät-Häme Wellbeing Consortium, Kymssote, Eksote). Managed a primary project portfolio consisting of nine specialty sub-projects. Acted as the project manager for three sub-projects: **My+ Chemistry Analytics, My+ Care Units, and My+ Reporting**. Also served as a steering group member at HUS Diagnostic Center.

2012 – 2017 Tampere, Finland

**SERVICE MANAGER MYLAB OY**

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**Mylab Oy, Service Manager – HUSLAB, 2012–2017**

Oversaw service production and reporting for key customers, drove service development and proactive maintenance planning, managed the customer project portfolio and reporting, led projects and process improvements, and participated as a steering group member.

2010 – 2012 Tampere, Finland

**KEY ACCOUNT MANAGER MYLAB OY**

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**Mylab Oy, Key Account Manager – K-PKS and OYS ERVA, TYKS SAPA, 2010–2012**

Managed key customer contracts, invoicing, reporting, and reporting development. Responsible for service and solution sales, maintaining customer-related partnerships, and participating as a steering group member.

2001 – 2010 Tampere, Finland

**SOFTWARE SPECIALIST AND SOFTWARE DEVELOPER MYLAB OY**

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**Mylab Oy, Software Specialist and Software Developer, 2001–2010**

Technical customer support, development of **Weblab Clinical**, design and programming of the laboratory results viewing interface for healthcare units, as well as software testing.

● **EDUCATION AND TRAINING**

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24/01/2025 – CURRENT Helsinki, Finland

**PROSCI® CERTIFIED CHANGE PRACTITIONER** Delivered by Change Partners

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Website [https://www.credly.com/badges/de10754c-d993-4e9a-b01b-588becb2dfe7/public\\_url](https://www.credly.com/badges/de10754c-d993-4e9a-b01b-588becb2dfe7/public_url)

30/11/2022 – CURRENT Helsinki, Finland

**IPMA LEVEL C® CERTIFIED PROJECT MANAGER PRYSERT**

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Website <https://ipma.world/ipma-certification/4lc/database-of-certified-professionals/>

2008 – CURRENT Tampere, Finland

**M.SC. (TECH.) Tampere University of Technology (2008)**

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Website <https://www.tuni.fi/en/about-us/tampere-university>

● **LANGUAGE SKILLS**

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Mother tongue(s): **FINNISH**



Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C1	C1	B2	B2	C1
<b>GERMAN</b>	A1	A1	A1	A1	A1
<b>ITALIAN</b>	A1	A1	A1	A1	

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

## DIGITAL SKILLS

MIRO | MS. Office Programs: Word, Excel, Powerpoint, Outlook, Project, Visio, OneDrive, OneNote, ToDo | Remote working tools (Slack, Teams, Zoom, Meet, Discord) | Good knowledge of Atlassian Suite software (Jira and Confluence) | ERP Workday | Common Data Models (OHDSI OMOP) | Project Plans and Reports | Agile methodologies (e.g., SAFe, Scrum) | hl7

## DRIVING LICENCE

Driving Licence: BE