

Meet Our Implementation Team



Emily Musto, VP of Implementation

With over 20 years of experience in the post-acute space, Emily specializes in leading implementation teams, guiding customers through change, and building strong partnerships. She lives in New Hampshire with her husband and two Italian water dogs and enjoys traveling the world.



Jeannel Lopez, Senior Director of Implementation and Project Management

With 20 years in healthcare operations, including as a home health agency owner, Jeannel is dedicated to customer success and optimizing business operations. She lives in Florida and enjoys family time and traveling.



Jamie Hughes, RN, Project Manager

A registered nurse and project manager for Careficient based in Texas. With over 15 years of experience in the healthcare industry, her passion is working with customers in the Home Health and Hospice space to shepherd a transformative EMR implementation. In her spare time, Jamie enjoys adventuring in the outdoors with her family and two dogs.



Abby Ogunkunle, Project Manager

10 years of experience planning, managing, and leading EMR conversions. Her exceptional organizational and project management skills provide support and guidance for customers during implementation. Abby lives in Georgia with her daughter and in her spare time enjoys event planning for friends and family.



Alexandria Yeagley, RN – Clinical Implementation Specialist

Careficient's resident customization expert, helping agencies develop bespoke clinical documentation and refine workflow configuration requirements. She has 10 years of clinical experience in a variety of clinical settings and resides in Kansas with her husband, children and canine companions. In her free time, Alexandria practices yoga and enjoys a good book.



Brendon Cole, RN - Clinical Implementation Specialist

Joined Careficient in 2018 as a clinical trainer, bringing 30 years of healthcare experience, including roles as a Systems Administrator and administrator in home health and hospice. He lives in Texas with his wife and two dogs.



Melissa Amster, RN - Clinical Implementation Specialist

A nurse for 16 years with experience in acute and post-acute care, specializes in guiding agencies through implementation while ensuring compliance and efficient workflows. She lives in Kansas and enjoys painting, writing poetry, and spending time with her kids.



Mica Hopkins, RN - Clinical Implementation Specialist

A nurse for 18 years with 16 years in hospice, has been with Careficient for over 3 years. She enjoys seeing customers' enthusiasm during implementation and coaches a special needs baseball program. Mica also serves with the Mineral Area Nurse Honor Guard. She resides in Missouri.



Christina Washford, LPN - Clinical Implementation Specialist

Christina obtained her LPN License in 2002 and has nursing experience of 2 years at a SNF as a charge and treatment nurse, along with 22 years in hospice as an ADON, QAPI lead, and case manager. She holds a hospice specific ICD-10 diagnosis coding certification. Christina enjoys spending time with her family, going on nature walks, or out on the trails in her UTV.



Eileen Casellas, Financial Implementation Specialist

25+ years in Home Health and Hospice, specializing in billing and financial operations. She collaborates with customers to help their teams effectively use the Careficient product suite. Eileen lives in Florida with her son and enjoys reading and Disney movies.



Pamela Cooper, Financial Implementation Specialist

With 30 years of experience in the Home Health and Hospice industry, Pam enjoys teaching Careficient users how to maximize their billing and collection efforts to achieve their full revenue potential. Outside of work, she loves attending concerts and movies, spending time with family and friends, and playing with her trusted fur baby, Leroy. Pam resides in Florida.

Your Trusted EMR Partner for Life: Empowering Care, Together.

Our Mission

At Careficient, we go beyond software—we're your EMR partner for life. Our mission is to empower home health and hospice agencies with innovative solutions, so they can focus on delivering exceptional care

Our Vision

"To lead the way with EMR solutions that help agencies excel in quality care while overcoming operational challenges."

Our Values

Customer - Centric Innovation - Operational Excellence - Integrity & Compliance - Collaboration & Partnership - Clinician-Centered Expertise