

# Nicole Wilbur

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## Technical Skill Highlights

|                     |   |
|---------------------|---|
| SQL                 | Aggregations, Subqueries, Data Cleaning, Windows Functions, Advanced Joins                              |
| Excel               | Pivot Tables and Charts; Logical, Text, Data functions; Sorting and Permissions; Conditional Formatting |
| Other               | SQL Server, AWS S3, Git, Python (currently learning), Tableau, Slack, Zoho Project/Desk                 |
| Healthcare Specific | Centricity, Greenway, NextGen, Visualutions   |

## Non-Technical Skill Highlights

|  |  |
|--|--|
| 13 years in health care and management | 3 years directing a quality program              |
| 11 years in non-profits                | Ability to envision and create new systems       |
| 8 years business and technical writing | Faultless interpersonal and communication skills |

## Experience

### CareSight LLC

#### Data Analyst/Database Administrator – Contract 2019-2020

##### Responsible for:

- Administering and maintaining databases; performing quality assurance on reports and databases.
- Writing queries, performance tuning existing queries, publishing and maintaining reports in customers' portals.
- Restoring databases from AWS S3 backups.

##### Accomplishments:

- Created a reporting system (tables, stored procedures, and end user reports) to report the record count in the replicated databases vs the source databases and calculate total and percent difference for in-house verification of data integrity.
- Created jobs to check that the replicated databases maintained current data and send e-mails to the data team should a database lack current data.
- QA draft document for the installation and execution of an unfamiliar Reader-Writer software. Ensured each step of the documentation was logical, comprehensive, and executable for a new user; improved grammar, layout, and formatting.

### The Center for Mental Health

#### Quality Assurance Director

2018-2019

##### Responsible for:

- Data: analyzing, reporting, summarizing, mining, tracking, and communicating internally to agency employees, directors, and leadership.
- Submitting quarterly grant and progress reports to funders including the State of Colorado Office of Behavioral Health.
- Problem solving clinical operations.; advising clinic directors on legal and regulatory compliance concerns.
- Writing policies, procedures, workflows, click-by-click instruction manuals, and trainings.

##### Accomplishments:

- Collaborated with data analyst to create and publish SQL reports for all performance incentive measures and KPIs.
- Successfully submitted data and analysis on two quality improvement incentive programs grossing over \$250,000.

## **Prism Health North Texas (formerly AIDS Arms, Inc.)**

### **Analytics and Innovation Director**

**2016-2018**

#### Responsible for:

- QM program: QM plan, QM committees, QI projects, evaluation, data-driven decisions, performance measure tracking, and internal communication and training on quality at all levels from the board to the frontline employees. Reporting data and outcomes to federal, state, and local regulatory agencies.
- All clinical, quality, and client level data requests and reports. Managing the requests, pulling and analyzing data, verifying data; and, reporting to grantors, other governmental agencies, the board of directors, and the leadership team.
- Identifying, proposing, and implementing new opportunities and trends in healthcare and technology that will keep PHNTX on the cutting-edge. Packaging ideas and opportunities in written summaries, slide decks, and/or oral presentations.
- Writing the quality sections on grants.

#### Accomplishments:

- Redesigned, rewrote, and rolled out the first effective QM program and plan the agency has had in over five years. Gained committee buy-in and participation from two doctors and the chief medical officer.
- Special recognition twice from our federal grant project officer for the quality program and activities completed.
- TMF Quality Innovation Network quality consultant highlighted the QM program as a “high performer.”
- Continued to provide EHR technical assistance to all employees.

## **AIDS Arms, Inc.**

### **Clinic Administrator**

**2012-2016**

#### Responsible for:

- Overall functioning and daily supervision of two non-profit outpatient HIV clinics.
- Documenting, developing, and implementing policies and procedures for all employees including the providers to increase efficiency and smooth patient flow.
- Creating OSHA and HIPAA programs for the entire agency including developing policies and procedures that comply with all applicable federal and state regulations.

#### Accomplishments:

- Lead the OSHA committee and was the safety officer for the entire organization.
- Created tools for benchmarking performance (exe: no-show rates, dwell times), gathered data, and performed PDSAs to identify processes that will have long-term positive impact.
- Decision-maker in buying a new electronic health records (EHR) system, built and implemented the EHR and all add-ons at both medical clinics. Then, successfully created a manual, trained, and rolled out the EHR system to over 50 EHR-naïve social workers.

## **Education**

Bachelor of Science Computer Science (in progress)

Programming for Data Science Nanodegree

Master of Women's Health

Bachelor of Arts Sociology

Member of Sigma Tau Delta: English Honor Society; Alpha Kappa Delta: Sociology Honor Society

Colorado State University

Udacity

University of Melbourne

Whittier College