

## HEALTH CARE PROJECT MANAGEMENT

Dynamic, driven health care professional seeking to leverage my health care knowledgebase, quality analytic skills, problem solving, and communication abilities in a team environment.

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## PROFESSIONAL EXPERIENCE

### PARTNERS HEALTHCARE

High Performance Medicine Team III- Uniform High Quality

Boston, MA

April 2009 to present

*An integrated healthcare system, founded by Brigham & Women's Hospital and Massachusetts General Hospital, with five acute care hospitals, 17 regional service organizations and over 5,000 affiliated physicians.*

#### Project Coordinator

Member of a team dedicated to the delivery of high quality care in the areas of cardiology, diabetes management, neurology, pneumonia management, and tobacco cessation, focused on a system-wide Care Redesign effort

- Lead and implement special projects grounded in communication and project management, requiring the ability to support multiple projects simultaneously
- Coordinate Care Redesign team efforts, focusing on improving quality and lowering care costs across the system for five select conditions: AMI, CABG, colon cancer, diabetes and stroke. Develop process maps, leading to higher efficiency and process improvement, develop PowerPoint presentations, and handle meeting coordination
- Compile and develop responses to the highly deadline driven Center for Medicare and Medicaid Services Bundled Payment for Care Improvement initiative application, also collaborating with senior administration to plan and develop strategy for the execution of the new pilot program
- Manage central Partners Tobacco Treatment Program, which includes providing general tobacco program oversight and leading the tobacco cessation leadership committee, developing program goals and priorities, and identifying areas for program improvement
- Conduct follow-up calls to patients referred to smoking cessation services at two Partners clinics, reviewing information such as medication and counseling options, positively reinforcing their ability to quit
- Execute evaluation of all hospital inpatient tobacco counseling care models, collaborating with senior tobacco treatment staff to implement a Partners-wide recommended best practice standard of care
- Co-creator and producer of the Partners Inpatient Tobacco Treatment Dashboard, a tool for aggregating and displaying inpatient tobacco metrics for Partners hospitals
- Complete all quantitative analysis to prepare and distribute the National Healthcare Quality Measurement Dashboard, an internal performance tracking tool reviewed by physicians and administration across the Partners entities for quality reporting and best practices sharing
- Experience working with Information Technology, including the LMR 1-Click initiative, allowing physicians to refer patients to tobacco treatment counseling through the electronic medical record; also confident with navigating electronic medical records

### HOSPITAL FOR SPECIAL CARE

Corporate Communications, Media & Public Relations

New Britain, CT

July 2007 to August 2008

#### Assistant to the Director

- Managed the organization, planning and execution of the *Joy of Art!* Committee art shows
- Edited hospital advertisements and internal literature, including the FY 2007 Annual Report, Sleepy Timezzz Newsletter and Traumatic Brain Injury screening tool
- Co-editor and contributing writer of the hospital's monthly newsletter, StethoScoop

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## EDUCATION

### **Southern Connecticut State University**

#### **Bachelor of Science in Communication, May 2007**

- Member, Lambda Pi Eta, The National Communication Association Honor Society
- President and Founding Member, SCSU Ultimate Frisbee team

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## SKILLS, EXPERTISE & PROFICIENCIES

- Working knowledge of the following healthcare organizations and agencies: The Joint Commission and Centers for Medicare and Medicaid Services National Quality Measures, University Healthcare Consortium quality measures, Clinical Practice Guidelines for Treating Tobacco Use and Dependence
- Trainings include: Completed Collaborative Institutional Training Initiative (CITI): Social and Behavioral Responsible Conduct of Research Curriculum, May 2011; Basic Skills for Working with Smokers, sponsored by the Boston Public Health Commission, September 2011; Basic Biostatistics for Clinical Research course, February 2012
- Volunteer as a mentor, Massachusetts General Hospital high school mentorship program for aspiring health professionals
- Organize a bi-annual Women in Healthcare Roundtable for female healthcare professionals in the Boston area
- Proficient in Microsoft Office and Visio