

KELLY T HEYRMAN

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Over 5 years of diverse experience working with cross-functional teams to increase effectiveness and improvement in health operation and research. Dynamic quality improvement professional, adept at managing project lifecycles and stakeholder communication using strong organization and strategic planning skills. Skilled at leveraging creative and analytical ability to drive impactful results. Multilingual with coaching experience.

PROFESSIONAL EXPERIENCE

Quality Improvement Consultant

Ann & Robert H Lurie Children Hospital, Chicago IL

09/2018-present

- Led project development to implementation for multiple cross-functional teams
- Developed and operationalized best practices within department for organization-wide projects
- Facilitated gap analysis sessions with senior leaders that uncovered 3 system-wide improvement opportunities
- Developed current and future state process maps in collaboration with internal and external stakeholders
- Led team effort to leverage quantitative analysis for insights and provided basic analytics training yearly
- Coached improvement teams, including implementation and evaluation of a predictive tool for readmission
- Coordinated project logistics including stakeholder communication, creation and quality control of project documents, scheduling, visual communication design, content management and distribution

Registered Nurse, Quality Improvement

Northwestern Medicine (Lake Forest Hospital), Lake Forest IL

03/2017-12/2018

- Led a department-wide project that leveraged insights and technology to improve clinical outcomes
- Uncovered and prioritized improvement needs via gap analysis using data, research, and clinician input
- Designed education materials and technical solution that led to a more streamlined clinical workflow

Registered Nurse

Vista Medical Center, Waukegan IL

11/2016-11/2017

- Managed care for 5-7 patients daily in a high-intensity care unit via cross-functional care coordination

Clinical Safety Analyst, Immunology

AbbVie, North Chicago IL

09/2015-07/2016

- Collaborated with cross-functional team in causality assessment of safety events in clinical research
- Developed new process to streamline data entry and validation, resulting in >80% increase in efficiency

Graduate Research Assistant

University of Illinois at Chicago, Chicago IL

08/2014-07/2015

- Presented a research-informed methodology to quantify health impact of a campus-wide initiative
- Assisted in stakeholder communication, protocol development, and committee management of >100 members

EDUCATION

Professional Certificate in Digital Marketing Strategies: Data, Automation, AI & Analytics, Kellogg School of Management, Evanston IL 12/2020 (Expected)

Master of Public Health, University of Illinois at Chicago, Chicago IL

2014-2015

Bachelor of Science in Nursing, International Medical University, Kuala Lumpur Malaysia

2008-2012

CERTIFICATIONS

Northwestern Medicine

- Six Sigma (DMAIC) Leadership (2018-present)

Illinois Department of Financial and Professional Regulations

- Registered Nurse (2015-present), ID #041435203

Project Management Institute

- Certified Associate in Project Management (2016-2021), ID #1965062

COMPETENCIES

Project management • Quality improvement • Agile methodologies • Cross-functional collaboration • Process Mapping • Research and analysis • Strategic planning • Attention to details

TECHNICAL SKILLS

Electronic Health Record (Epic, Cerner) • Microsoft Office (Visio) • Pivot tables • PowerBI • R • Adobe Acrobat • EndNote • Slack • Technical support and troubleshooting

AWARDS

Leadership Ambassador Award , <i>University of Illinois at Chicago, Chicago IL</i>	2015
Competent Communicator Award , <i>Toastmasters International</i>	2013

PROJECTS

Brand Ambassador , <i>Improving public speaking among non-Native speakers through Toastmasters</i>	2020
<ul style="list-style-type: none">Partnered with Vice President of Public Relations of Toastmasters Evanston in social media marketing, gaining >50 followers within 4 months in 2020, and my content consistently ranked as one of the “most-viewed”	
Product Owner , <i>Promoting humanity and creativity through Art Journaling – [Web Application]</i>	2020
<ul style="list-style-type: none">Developed a business plan to create a digital art journaling that connects the community with artists’ storiesCurrently learning HTML and WordPress for my website, while putting together a digital marketing campaign	

VOLUNTEER EXPERIENCE

OHSU Invent-a-thon (https://inventathon.org/)	2020
Ann & Robert H. Lurie Children’s Hospital	2019-present
<ul style="list-style-type: none">Social Committee, Strategic Hiring and Onboarding Committee, Return-to-Olympia Committee, Employee Exposure Investigation Committee (COVID-19)	
Toastmasters International	2013-present
<ul style="list-style-type: none">Vice President of Membership, Vice President of Education	
American Public Health Association	2012-2018
Feed My Starving Children	2015-2016
Public Health Student Association	2014-2015