

JESSICA MCCLELLAN

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PROFESSIONAL SUMMARY

A highly skilled and experienced business analyst with over 16 years of experience in healthcare and management. Proficient in statistics, JIRA, R, Python, SQL, Tableau, and Power BI. Strong problem-solving skills and ability to work in a team environment. Proven track record of delivering successful projects on time and within budget. Skilled in identifying business needs and developing solutions that meet those needs. Excellent communication and interpersonal skills.

WORK HISTORY

Utah Department of Health- Immunization Program

Senior Business Analyst

05/22-present

- Works with 3400 EHR vendors and healthcare providers to develop and maintain high performing Electronic Health Record systems by completing and analyzing immunization records sent via interfaces.
- Improves USIIS data quality.
- Documents requirements for system enhancements using JIRA.
- Conducts quality assurance testing of USIIS functionality prior to release.
- Query and export data using SQL from an Oracle database.
- Analyzes data using R.
- Builds interactive dashboards using R Shiny and Power BI.

Utah Department of Health- Immunization Program

Provider Relations Program Manager

1/19-05/22

- Supervises five VFC program representatives and two COVID provider relations representatives by providing oversight to ensure 1200 clinics are given accurate immunization information and information regarding VFC and COVID immunization program policies and procedures in a timely manner.
- Develops and assists in completion of a federal CDC grant and plans and implements activities and performance measures to meet grant goals.
- Develops training material for provider relation representatives and for 1200 provider offices throughout the state of Utah.
- Provides technical assistance for USIIS and develops objectives and goals regarding outreach, enrollment, and training of USIIS providers and users.

Utah Department of Health-COVID response

Active Monitoring/Contact Tracer/Mobile Unit Tester/Contact Tracing Manager

3/20-1/21

- Assisted in UDOH COVID19 response by conducting active monitoring phone calls and conducting contact tracing and investigations
- Interpreted lab results and provided quarantine/isolation recommendations to public

SKILLS

- HTML
- Tableau
- SQL
- Python
- R
- R Shiny
- SAS
- SPSS
- Data Analysis
- Data Mapping
- Data Mining
- Quality Assurance
- Project Management

EDUCATION

Eastern University

Master of Science in Data Science 2024

University of Utah

Master of Public Health 2014

Bachelor of Science, Health Promotion and Education- Community Health Emphasis

2012

CERTIFICATIONS

- Utah Endorsed Medical Assistant, 2008
- Basic Life Support (BLS), 2012
- Certified Health Education Specialist (CHES), 2012
- SQL Querying, 2018

PUBLICATIONS

- **McPhail, J.**, Aguilar, L., Eldredge, A., Groot, J., Clark, L., & Staggers, N. (2011) Innovative Technology as a Healthy Lifestyle Behavior Catalyst for Young Adults with Intellectual Disabilities. University of Utah Undergraduate Research Abstracts, Volume 11
- Auduong, P., **McPhail, J.**, & Bacon, B. (2012) An Evidence-Based Approach to Prioritization of Patient Referrals in Rheumatology. University of Utah Undergraduate Research Abstracts, Volume 12.

- Supervises 10-15 contact tracers per COVID shift and answers technical questions about COVID and proper investigation techniques
- Reviews investigations completed for completeness and accuracy
- Conducted PCR nasal collection in conjunction with the UDOH mobile testing team.

Utah Department of Health- Immunization Program

Epidemiologist II

2/16-1/19

- Uses data to establish trends in immunization coverage to identify areas of improvements, evaluates program effectiveness, and provides evidence to support grant funding, contributes to reports for the CDC, provides technical expertise to the Immunization Program staff and partners with data questions and requests, and conducts research and CDC evaluation programs related to the Vaccine for Children's Program (VFC)
- Writes SQL queries in the USIS database.

Utah Department of Health- Immunization Program

Health Program Specialist III

10/14- 2/16

- Supervised, educated, and provided trainings to fifty clinic contacts about the Vaccines for Children Program (VFC) and for the immunization registry.
- Evaluated clinic immunization rates and helped clinics develop quality improvement plans to increase immunizations.
- Conducted and monitored clinics to ensure compliance with VFC policies and procedures.
- Completed follow-up on compliance issues.
- Assisted the public on immunization schedules, agency issues, and education on access to the VFC program.

University of Utah Department of Family and Preventative Medicine

Student Practicum and Research Assistant

01/14- 10/14

- Coordinated research studies that promoted medication and recommended behavior adherence to cancer populations by completing literature reviews and Institutional Review Board protocols, recruiting and documenting patient progress for studies, and developing materials for research studies.
- Evaluated process and outcome measures of studies.

University of Utah Health

Medical Assistant

08/08-5/14

- Provided patient care by taking vital signs, interviewing and documenting patient histories, performing immunization administrations, venipuncture draws, and CLIA lab procedures.
- Educated patients on proper use of medications and informed them about vaccinations, insurances, healthcare resources, and procedures.
- Used electronic health record system to document immunization histories and provided training on EHRs to coworkers.

REFERENCES

- Jon Reid | USIS Program Manager | Current Supervisor
P: 801-209-2838 | E: jreid@utah.gov
- Rich Lakin | Immunization Director | Previous Supervisor
P: 801-554-9827 | E: rlakin@utah.gov
- Ginny Ambrenac | Epidemiologist | Previous Supervisor
P: 801-390-3452 | E: gambrenac@utah.gov
- Aliz Deppe | Health Program Coordinator | Current Co-worker |
P: 801-706-5996 | E: adeppe@utah.gov

- **McPhail, J.**, Aspinwall, L., Leachman, S., Wu, Y. (2015) Discussion of Melanoma Preventive Behavior with Minor Children Following Genetic Testing and Counseling. *Journal of the American Academy of Dermatology*, 72(5).
- Wu, Y., **McPhail, J.**, Mooney, R., Martiniuk, A., Amylon, M. (2016) A Multi-Site Evaluation of Summer Camps for Children with Cancer and their Siblings. *Journal of Psychosocial Oncology*, 34(6), 449-459.
- Wu, Y. P., Yi, J., **McClellan, J.**, Kim, J., Tian, T., Metos, J., Grahmann, B., Conn, B., Mooney, R., Kirchhoff, A., Mooney, K., Alder, S., & Wright, J. (2015) Barriers to and facilitators of recommended health behaviors among adolescent and young adult cancer survivors: Implications for behavioral intervention development. *Journal of Adolescent and Young Adult Oncology*, 4(4), 184-191.

PRESENTATIONS

- **McPhail, J.**, Aguilar, L., Eldredge, A., Groot, J., Clark, L., & Staggers, N. (2011) Innovative Technology as a Healthy Lifestyle Behavior Catalyst for Young Adults with Intellectual Disabilities. Poster presented at the Undergraduate Research Symposium 2011, Salt Lake City, UT.
- **McPhail, J.**, Aguilar, L., Eldredge, A., Groot, J., Clark, L., & Staggers, N. (2011) Innovative Technology as a Healthy Lifestyle Behavior Catalyst for Young Adults with Intellectual Disabilities. Poster presented at the Western Institute of Nursing Conference, Las Vegas, NV
- Auduong, P., **McPhail, J.**, & Bacon, B. (Spring 2012) An Evidence-Based Approach to Prioritization of Patient Referrals in Rheumatology. Poster presented at the Undergraduate Research Symposium 2012, Salt Lake City, UT
- **McPhail J.**, Mooney R, Kirchhoff A, Mooney K, Wright J, Werner T, Beck A, Alder S, Wu YP (2014). Sex differences in physical activity levels among adolescent/young adult cancer survivors. Poster session presented at InfoFair 2014: Women's Health, Sex & Gender Research Conference, Salt Lake City, UT
- Mooney, R., Samouri, M., **McClellan, J.**, Holton, A., Wu, YP. (2016) Use of the Internet for Healthy Lifestyle Behavior Support in Adolescents and Young Adult Cancer Survivors. Poster presented at Utah Public Health Association Conference 2016. Salt Lake City, UT
- Mooney, R., **McClellan, J.**, Wilson, A., Holton, A., Hung, M., Samhuri, M., Spraker-Perlman, H., Fluchel, M., Wu, Y.P. (2015, April). Healthy Lifestyle Behavior Promotion in Young Adult Cancer Survivors: The Importance of Involving Family Members. Poster presented at the Society of Pediatric Psychology Annual Conference, San Diego, CA.
- **McClellan, J.**, et al. Understanding Utah's Vaccine Exemption Rates (2017). Oral presentation at the Utah Public Health Association Conference 2017, Salt Lake City, UT and poster presentation at the CSTE conference. 2017, Boise, ID.