

HEATHER HEALTHCARE
(973) 761-9355 heatherhealth@noemail.com

OBJECTIVE:

To join a healthcare organization's administrative team and contribute to improving delivery of service while implementing business management and strategic development skills

EDUCATION:

Seton Hall University, School of Health and Medical Sciences, South Orange, NJ
Master of Healthcare Administration (CAHME Accredited), May 20xx

Rutgers University, New Brunswick, NJ
Bachelor of Arts in Sociology with a Minor in Business Administration, December 20xx

RELEVANT COURSES:

Research Methods and Statistical Analysis	21st Century American Healthcare System
Healthcare Management	Financial Management & Control
Healthcare Economics	Financial Management & Accounting
Emergency Preparedness	Healthcare Policy
Managing Community Health	MIS/Quality and Performance Management
Legal Issues & Human Resources	Strategic Planning and Marketing
Ethics	Leadership Institute / Capstone

HEALTHCARE INTERNSHIP:

Management Intern, Customer Service Department

NEWARK MEDICAL CENTER, Newark, NJ January 20xx - July 20xx

Non-profit 500+ bed teaching hospital in an urban setting

- Conducted daily rounds in inpatient units to build rapport with diverse patient population.
- Collected data from patients during rounds to build initiatives throughout the hospital.
- Conducted database work to document patient comments and suggestions.
- Resolved delicate situations involving the patient, including HIPAA violations, breaches of policy, and perceived preventable readmissions or premature hospital discharges.
- Created individualized physician reports for results of HCAHPS survey (Hospital Consumer Assessment of Healthcare Providers and Systems for the Emergency Department).
- Contributed to drafting and development of new complaints/grievance management policy.
- Assisted in the development of an ICU customer service protocol for nursing and office staff.
- Created hospital-wide educational newsletters for customer service training to emphasize patient compliance tools (AIDET, Teach Back method)