Department of
Health Management & Informatics
CE707 Clinical Support & Education Bldg,
DC006.00
One Hospital Drive
Columbia, MO 65212
http://hmi.missouri.edu

MHA & MSHI
PROGRAM
LEADERSHIP
Eduardo J. Simoes, MD, MSc,
DLSHTM, MPH
Professor
Chairman and HMI Alumni
Distinguished Chair

Lanis L. Hicks, PhD
Professor
Associate Chair

Sue A. Boren, PhD, MHA
Associate Professor
Director of Graduate Studies

David Moxley, MLS
Clinical Instructor
Associate Director
of Executive Programs

CONTACTS
ADMISSIONS:
Veronica Kramer
Student Recruitment Specialist
KramerV@health.missouri.edu
(573) 884-0698

PROGRAM OF STUDY
INFORMATION:
Margaret Rossano
Student Services Advisor
RossanoM@health.missouri.edu
(573) 882-6178
Table of Contents

Master of Health Administration and Master of Science in Health Informatics
Program Information 4

Executive Cohort - the Distance Learning Edge 6

HMI Faculty 7

2013 Internship Preceptors 8

HMI Course Descriptions 10

Sample Plans of Study 13

2013 and 2014 Executive Candidates’ Resumes 16

2013 and 2014 Residential Candidates’ Resumes 42
The University of Missouri’s Department of Health Management and Informatics (HMI) offers programs in both health services management and health informatics, one of the few places in the country to do so. Our mission is to develop, translate, and disseminate knowledge for innovative and evidence-based solutions to improve clinical, operational, and financial performance in complex health systems. The HMI Department is located in the University’s School of Medicine, which is recognized for its excellence in research and is ranked as one of the top 10 in the nation in primary care.

HMI’s Master of Health Administration (MHA) program has been continuously accredited since 1968 and is ranked in the top 25 in the nation. The program is competency-based and distinctively equips graduates for success through (a) providing solid grounding in professional and operational knowledge and skills, (b) integrating health informatics throughout the health services management curriculum, and (c) incorporating overarching complex systems context and analytical approaches. HMI offers the MHA degree in two formats: a traditional, on-campus residential format, and an executive format that combines both on-campus and distance learning.

Primary post-graduation placement organizations include health systems, hospitals, academic medical centers, physician group practices, surgery centers, information technology companies, consulting firms, government agencies, insurance entities, and other points of health services delivery. 100% of graduates from the 2013 MHA residential cohort were employed in the health care field 90 days after graduation.

In addition to required coursework, between the first and second year of the program all residential MHA students complete a 12-week summer internship in an approved health organization under the guidance of a highly qualified preceptor. During the second year of the residential program, student teams work with client organizations to conduct a two-semester operations management and improvement consulting project that culminates in a final report and set of actionable recommendations. Over the course of their two-year degree program, executive MHA students complete a substantial independent research project.
Like the MHA degree, HMI’s MSHI degree is offered in both a residential and executive format. University of Missouri was home to the world’s first computerized clinical laboratory system and has been a leader of informatics research since the 1960’s. The University began offering training in health informatics in the 1970’s and counts among its alumni some of the leading figures in the field.

The residential health informatics program focuses on understanding, designing, and developing information technologies to transform and integrate health systems. The Program prepares students to meet critical and complex challenges in applying information technology within the health industry and to pursue careers in a wide range of health care organizations and related settings, such as academic medical centers, group practices, pharmaceutical firms, health insurance companies, research labs, and governmental agencies. The Program also develops students’ research interests in health informatics and encourages those with excellent academic performance to pursue the PhD degree through the MU Informatics Institute.

Special areas of concentration include electronic health-care records, information systems for managing health, and bioinformatics.

In addition to the MHA and MSHI degrees, students may pursue a dual MHA/MSHI degree. MHA students may pursue a dual graduate degree in law (JD), business administration (MBA) or Industrial Manufacturing and Systems Engineering (IMSE). HMI also offers Graduate Certificates in Health Informatics and Health Ethics. A Graduate Certificate in Public Health is available through the University’s Master of Public Health program.

MSHI course work combines classes in computer science, health informatics, and health management. The core health informatics curriculum includes courses in health information systems; information storage, retrieval and management; decision support; and research methods and outcomes analysis.
The management of complex health organizations is among the most difficult assignments in American society today. Increasingly, the ability to integrate clinical and managerial competencies determines the effectiveness of leaders in these organizations. The Executive MHA degree in Health Services Management is designed to help meet the growing demand for health professionals with high-quality management training. The program prepares practicing professionals for executive management positions across the full spectrum of health care settings. Candidates for the degree include physicians, nurses, pharmacists, therapists, department managers, and other health care professionals with at least three years of clinical or administrative experience. The format enables working professionals to maintain full-time employment while completing the two-year course of study. The degree is one of only a few executive degree programs accredited by the Commission on Accreditation of Healthcare Management Education (CAHME).

Program Design - The Distance Learning Edge

The program’s innovative curriculum and nontraditional format begins in January, combining monthly, two and three-day weekend sessions on campus during the spring and fall semesters and distance learning activities into a comprehensive educational experience that takes advantage of the strengths of each teaching method. Students participate in novel distance learning activities using online discussion forums, e-mail, and MU online library resources that complement classroom meetings to create a seamless learning experience. The integration of information technology into the curriculum allows professionals from throughout North America to participate in the program and prepares them to respond to technological changes in the health care industry. Students develop an understanding of technology that is essential for success. The availability of individual instruction permits even novice computer users to participate fully as they learn the finer points of the emerging technology.
Patricia Alafaireet, PhD, MHA  
Assistant Teaching Professor  
Director of Applied Health Informatics, HMI Group

Kenneth D. Bopp, PhD, MHA  
Clinical Professor

Suzanne A. Boren, PhD, MHA  
Associate Professor  
Director of Graduate Studies

J. Wade Davis, PhD  
Associate Professor of Biostatistics

Michael C. Harris, MS  
Adjunct Clinical Instructor  
System Security Analyst, MU IT Security

Lanis L. Hicks, PhD  
Professor  
Associate Chair

Jeannette Jackson-Thompson, PhD, MPH  
Research Associate Professor  
Operations Director, Missouri Cancer Registry and Research Center

Naresh Khatri, PhD  
Associate Professor

Min Soon Kim, PhD  
Assistant Professor

Wilbert E. Meyer, MA, FACHE  
Clinical Instructor  
Director, HMI Group

David Moxley, MLS  
Clinical Instructor  
Associate Director of Executive Programs

Donald Nelson, MHA  
Adjunct Assistant Professor

Gregory F. Petroski, PhD  
Research Assistant Professor of Biostatistics

Winfred G. Phillips, PhD  
Associate Teaching Professor

Mihail Popescu, PhD  
Associate Professor

Cheryl Rathert, PhD  
Assistant Professor

Shari L. Riley, JD, MHA  
Adjunct Assistant Professor

Gerald Sill, JD  
Adjunct Professor

Eduardo J. Simoes, MD, MSc, DLSHTM, MPH  
Professor  
Chairman and Health Management and Informatics Alumni Distinguished Chair

Douglas S. Wakefield, PhD  
Professor  
Director, Center for Health Care Quality

Theodore Weatherford, CPA, MPA  
HMI Department Administrator

William T. Wells, PhD  
Associate Professional Practice Professor  
Director, Health and Behavioral Risk Research Center

Illhoi Yoo, PhD  
Associate Professor
Internship Preceptors
Summer 2013

Koby Clements
Project Director, Center for Health Care Quality
University of Missouri, Columbia, Missouri

Shaun Custard
Practice Administrator,
Congenital Heart Surgery
Texas Children’s Hospital, Houston, Texas

Bruce Eady
Chief Executive Officer
Rusk Rehabilitation Center, Columbia, Missouri

Laura Fraser
Director, HEDIS Operations
Centene, St. Louis, Missouri

Andy Frison
Associate Director for Patient Care Services
Ft. Wayne VA, Marion, Indiana

Dr. Snehal Gandhi
Director of Medical Informatics
Cooper University Hospital, Camden, New Jersey

Aaron Greenburg
Manager, Strategic Service Lines
Central Dupage Hospital, Winfield, Illinois

Anne Hackman
Coordinator,
Nursing Outcomes and Professional Development
University of Missouri Health Care,
Columbia, Missouri

Amanda Hedgepath
Vice President
Cox Medical Center, Springfield, Missouri

Sallie Houser-Hanfelder
Executive Director
Truman VA, Columbia, Missouri

Brenda Hughes
Administrative Director of Oncology and
Pre/Post Acute Services
Phelps County Medical Center, Rolla, Missouri

Kathy Joslin
Senior Vice President,
Human Resources & Marketing
Bethesda Health Group, Inc., St. Louis, Missouri

Greg Kharabadzi
Administrator, Department of Colorectal Surgery,
Digestive Disease Institute
Cleveland Clinic, Cleveland, Ohio

Tom Macy
Chief Executive Officer
Nebraska Orthopaedic Hospital, Omaha, Nebraska

Andrew Mauson
Applications Specialist
Partner’s Healthcare, Wellesley, Massachusetts

Marty McCormack
Director of Business Planning and Development
University of Missouri Health Care,
Columbia, Missouri

Jeff McKune
Director of Ambulatory Surgery
Phelps County Medical Center, Rolla, Missouri

E. Rachel Mutrux
Director
Missouri Telehealth Network, Columbia, Missouri
Internship Preceptors
Summer 2013

Dr. Robert Nordgren
Chief Executive Officer, Northeast Medical Group
Senior Vice President, Yale New Haven Health System
New Haven, Connecticut

Ron Ott
Chief Executive Officer
Fitzgibbon Hospital, Marshall, Missouri

Ellyn Rosenblum
Manager of Physician Services/Telehealth
Saint Louis Children’s Hospital, St. Louis, Missouri

Earl Rugg
Chief Operating Officer
Missouri Health Connection, Columbia, Missouri

Mike Sack
Chief Executive Officer
Hallmark Health System, Melrose, Massachusetts

Alexandra Sange
Federal and State Affairs Public Policy Associate
National Association of Community Health Centers,
Bethesda, Maryland

Phillip Shearrer
UMHC Leadership And Staff Development Specialist
University of Missouri Human Resources,
Columbia, Missouri

Scott Street
Chief Executive Officer
Mercy Hospital, Northwest Arkansas,
Rogers, Arkansas

Jason Theodore
Vice President of Operations
Ohio Health Ambulatory Administration
Ohio Health, Columbus, Ohio

Kristin Waller
Director
Ear, Nose and Throat Specialties, Lincoln, Nebraska

Susan Wilson
Chief Operations Officer
Missouri Primary Care Association,
Jefferson City, Missouri

David Zechman
Chief Executive Officer
Ozarks Medical Center, West Plains, Missouri
HMI 7410: Design of Health and Human Service Systems
The primary goal of this course is to familiarize students with the organization and delivery of health care services within the US health care system. The course covers socioeconomic, political, and environmental forces influencing the organization, financing, and delivery of personal and public health services.

HMI 7430: Introduction to Health Informatics
Examines clinical, research, and administrative applications of information systems in health services delivery. This course provides an introduction to important topics in biomedical informatics, including clinical data (collection, storage, and management), electronic medical record systems, decision support systems, computerized order entry, telemedicine, and consumer applications.

HMI 8435: Information Security, Evaluation and Policy
Technical and policy issues surrounding the security of data and information held in clinical and biomedical database systems.

HMI 8437: Data Warehousing and Data/Text Mining for Health Care
This course provides an introduction to the basic concepts of data warehouse and data/text mining and creates an understanding of why we need those technologies and how they can be applied to health care problems.

HMI 8441: Controlled Terminology Theory and Application
This course in the theory and application of controlled terminology was developed to improve students’ knowledge and understanding of health care information and information technology. Only through an understanding of the fundamental importance of controlled terminology and coding systems to healthcare, both at the micro and macro levels, can intelligent decisions be made in the allocation of scarce resources toward information systems.

HMI 8443: Enterprise Information Architecture
Overview of the theory and methods associated with appropriate construction and management of information architecture supportive of best practice clinical, administrative, and strategic policy and procedure in the delivery of health care. A problem-based approach is used to provide the basis for addressing architecture issues and solutions specific to the health care delivery environment.

HMI 8450: Methods of Health Services Research
Writing intensive course provides students with basic understanding of literature search, experimental designs, evaluation methods, ethics, reporting, and application of health services research. The first semester is used for direct instruction in research methods. Practical research problems are discussed, and in the second term, students prepare a professional, managerially relevant research proposal.

HMI 8460: Administration of Health Care Organizations
Exploration of health organizations, how they are structured to carry out their social purpose, and the relationship between how they are structured and how they function and how they are changed. Content includes how organizations define mission and goals, structure business and clinical work processes, develop and carry out enterprise strategies, and are governed. The course introduces the role of leaders in providing organization vision and managing change. Clinical decision making and work processes carried out in complex organizations by high performance work teams are emphasized.

HMI 8461: Managing Human Resources in Health Care Organizations
This course provides a framework for understanding and thinking strategically about employee relations and management of people in organizations. It draws on insights from the social sciences to explore how management of human resources is influenced by psychological, economic, social, and cultural forces.
HMI 8470: Strategic Planning and Marketing for Health Care Organizations
This course provides the student with a thorough understanding of traditional and emerging 21st century strategic planning/management and marketing theories, concepts, techniques, and tools and their application in health services management. With this foundation, students will gain an integrated understanding of the organizational and behavioral change dynamics through participation in a simulation of the planning process.

HMI 8472: Financial Management for Health Care Organizations
This course (a) provides financial and accounting concepts, tools, techniques, and assignments needed for contributing to or leading financial analyses that support current and future operations and strategic decision-making in health care organizations and (b) discusses needed health industry reforms.

HMI 8478: Knowledge Management in Health Care
Representing clinical terms, concepts and knowledge in a form for manipulation by intelligent systems. Theoretical formalisms and conceptual representations of medical information. Examination of knowledge engineering tools and decision support systems.

HMI 8524: Health Economics
The purpose of this course is to enhance students’ ability to know when and how to use economic theories, concepts, and tools to evaluate - through a systematic approach from the economist’s point of view - the special characteristics, utilization patterns, various delivery strategies, and alternative financing mechanisms of the health care system, and to ensure more efficient and effective allocation decisions. Emphasis is placed on using economics to evaluate the benefits, costs, risks, and value of health care interventions and alternative allocations of resources to improve decision making.

HMI 8544: Managerial Epidemiology
Examination of basic epidemiological concepts and methods as they apply to health services management. Lectures and discussions focus on the most useful measures of occurrence of health events, methods of data collection, research study design, the interpretation of epidemiological data, and the limitations of epidemiological methods, providing the background needed by students to critically review, draw conclusions from, and use information encountered in their roles as healthcare managers.

HMI 8565: Health Care Ethics
This seminar is designed for students in the health professions and related disciplines who seek to develop skills and a working knowledge of health ethics and how to respond when confronted by ethical dilemmas in the clinical and organizational setting. A seminar and discussion format will be used to introduce rigorous thinking and discussion about both theoretical and applied aspects of ethics within multiple professions concerned with health care to enable students to develop an overview of ethical theory, the historical development of bioethics as a discipline, and the application of health ethics in professional life.

HMI 8571: Decision Support in Health Care Systems
This course is designed to provide an overview of decision support systems in health care, with a particular emphasis on design, evaluation, and application of clinical decision support systems (CDSS). The course explores the background of and state-of-the-art CDSS. Students will understand the mathematical foundations of knowledge-based systems, learn to identify areas which might benefit from a decision support system, and evaluate the challenges surrounding development and implementation.
HMI 8573: Decision Making for Health Care Organizations
This course takes a holistic (or systems) perspective of health care by integrating marketing, operations, human resources, and financial management, and applying concepts and techniques to solve problems for effective decision making. The course develops skills in defining strategic and operational management problems, understanding the complex nature of management decisions, and developing effective decision processes. Students will understand the dynamic tension between operational efficiency and organizational effectiveness, interrelationships among functional areas of management and the complexity of organizational change.

HMI 8574: Health Care Law
This is a survey course of the law as it affects health care administration and the delivery of health care generally. The course will touch on many legal subjects including professional and institutional liability, provider-patient relationships, transactional and structural issues of the health care delivery system, and individual rights.

HMI 8575: Health Policy and Politics
This course has been designed to provide an overview of health policy in the United States, with a particular emphasis on the policy making process. The course will explore in some detail how the dynamics of the policy making process has shaped the outcomes of a number of important policy initiatives. Examples of both successful and unsuccessful policy initiatives will be discussed.

HMI 8610: Consumer Health Informatics
Consumer health informatics explores the branch of medical informatics that analyzes consumers’ needs for information; studies and implements methods of making information accessible to consumers; and models and integrates consumers’ preferences into medical information systems.

HMI 8689: Field Experience in Health Management and Informatics (summer internship)
Supervised field experience in approved health agencies and institutions. Opportunity for observation and service participation in various fields of health.

HMI 8870: Knowledge Representation in Biology and Medicine
The main topics presented in the course are: logic systems, knowledge representation methods, production systems and representation of statistical and uncertain knowledge.
# MHA Plans of Study

## For Academic Year 2014-2015

### Residential Cohort

<table>
<thead>
<tr>
<th>Term</th>
<th>Course</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FALL 1</strong></td>
<td>HMI 7410 - Design of Health and Human Service Systems</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8460 - Administration of Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8544 - Managerial Epidemiology</td>
<td>3</td>
</tr>
<tr>
<td><strong>SPRING 1</strong></td>
<td>HMI 8524 - Health Economics</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8461 - Managing Human Resources for Financial Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>TBD Professional Elective</td>
<td>3</td>
</tr>
<tr>
<td><strong>SUMMER 1</strong></td>
<td>HMI 8689 - Field Experience in Health Management &amp; Informatics</td>
<td>3</td>
</tr>
<tr>
<td><strong>FALL 2</strong></td>
<td>HMI 7430 - Introduction to Health Informatics</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8470 - Strategic Planning and Mktg for Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8472 - Financial Management for Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8573 - Decision Making for Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>TBD Professional Elective</td>
<td>3</td>
</tr>
<tr>
<td><strong>SPRING 2</strong></td>
<td>HMI 8450 - Methods of Health Services Research</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8571 - Decision Support in Health Care Systems</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8574 - Health Care Law</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8575 - Health Policy and Politics</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>TBD Professional Elective</td>
<td>3</td>
</tr>
</tbody>
</table>

*Students must also satisfy microeconomics, accountancy and finance prerequisites

### Executive Cohort

<table>
<thead>
<tr>
<th>Term</th>
<th>Course</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SPRING 1</strong></td>
<td>HMI 7410 - Design of Health and Human Service Systems</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8460 - Administration of Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 7430 - Introduction to Health Informatics</td>
<td>3</td>
</tr>
<tr>
<td><strong>FALL 1</strong></td>
<td>HMI 8524 - Health Economics</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8461 - Managing Human Resources for Financial Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8573 - Decision Making for Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td><strong>SPRING 2</strong></td>
<td>HMI 8544 - Managerial Epidemiology</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8470 - Strategic Planning and Mktg for Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8472 - Financial Management for Health Care Organizations</td>
<td>3</td>
</tr>
<tr>
<td><strong>SUMMER 2</strong></td>
<td>HMI 8450 - Methods of Health Services Research</td>
<td>3</td>
</tr>
<tr>
<td><strong>FALL 2</strong></td>
<td>HMI 8571 - Decision Support in Health Care Systems</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8574 - Health Care Law</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>HMI 8575 - Health Policy and Politics</td>
<td>3</td>
</tr>
</tbody>
</table>

*Students must also satisfy statistics, microecon., accountancy and finance prerequisites

42

54
# MSHI Plans of Study

## For Academic Year 2014-2015

### Residential Cohort

**Fall 1**
- HMI 7xxx - Health Information Technology 3
- HMI 7410 - Design of Health and Human Service Systems 3
- HMI 7430 - Introduction to Health Informatics 3
- HMI 8544 - Managerial Epidemiology 3

**Spring 1**
- HMI 8441 - Theory and Application of Controlled Technology 3
- HMI 8443 - Enterprise Information Architecture 3
- HMI 8571 - Decision Support in Health Care Systems 3

**Summer 1**
- HMI 8689 - Field Experience in Health Management & Informatics (Optional) 3

### Executive Cohort

**Fall 1**
- HMI 7410 - Design of Health and Human Service Systems 3
- HMI 7430 - Introduction to Health Informatics 3

**Spring 1**
- HMI 8450 - Methods of Health Services Research 3
- HMI 8443 - Enterprise Information Architecture 3

**Fall 1**
- HMI 8524 - Health Economics 3
- HMI 8571 - Decision Support in Health Care Systems 3

**Spring 2**
- HMI 8435 - Information Security, Evaluation and Policy 3
- HMI 8441 - Theory and Application of Controlled Technology 3

**Summer 2**
- HMI 8450 - Methods of Health Services Research 3

**Fall 2**
- HMI 8437 - Data Warehousing and Data/Text Mining for Health Care 3
- HMI 8478 - Knowledge Management in Health Care 3

**Spring 2**
- HMI 8870 - Knowledge Representation in Biology and Medicine 3
- HMI 8090 - Thesis Research in HMI (Thesis or Ind. Res. Project) 3

36
FUNMI A. ADEWUMI  adeolafun@yahoo.com

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Cardiopulmonary Resuscitation (CPR)

Advanced Cardiovascular Life Support (ACLS)

Pediatric Advanced Life Support (PALS)

Trauma Nursing Core Course (TNCC)

Emergency Nursing Pediatric Course (ENPC)

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
Central Methodist University, Fayette, Missouri
2007

Bachelor of Arts in Interdisciplinary Study
University of Missouri, Columbia, Missouri
2005

PROFESSIONAL EXPERIENCE

Dec 2010-Present  University of Missouri Health Care, Columbia, Missouri
Registered Nurse, Emergency Room, Women’s & Children’s Hospital

Jun 2009-Jun 2012  Grace Staffing, Inc., Hallsville, Missouri
Registered Nurse

Jul 2007-Dec 2010  University of Missouri Health Care, Columbia, Missouri
Registered Nurse, Medical/Neurological Intensive Care Unit

Key Responsibilities:
• Perform ongoing assessment, plan and deliver care of the patient
• Conduct education of complex need with patient, family, and/or significant other
• Assume responsibility for the coordination and management of care for patients with complex needs
• Initiate and implement plan care for patients with complex needs
• Provide customer services to patient
• Lead nursing staff through frequent training, coaching, subject matter expertise

Experience at Cerner Corporation
• CPOE Implementation and user Training
• Care Administration / Med Administration Wizard / Positive Patient Identification
• Clinical documentation: IView and AdHoc
• FirstNet: Emergency application
• PowerOrders
• PowerChart: Nursing application
• PowerPlans: Order set application
• eMAR: Electronic medication administration record
• ePrescribe: Electronic prescription
• Medication Reconciliation Process
• Go Live Support for Nursing staff

Experience at McKesson
• Care Administration / Med Administration Wizard / Positive Patient Identification
• Workflow documentation
• Orders
• Chart
• eMAR
• Medication Reconciliation Process
KIMBERLY M. ARNOLD  arnolk75@gmail.com

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Computer Information Management
William Woods University, Fulton, Missouri
2008

PROFESSIONAL EXPERIENCE

2012-Present  University of Missouri School of Medicine, Columbia, Missouri
Administrative Assistant to the Department Administrator, Child Health
- Administer all aspects of candidate recruitment
- Maintain communication with faculty candidate, recruiters and staff to ensure successful placement
- Track various processes for department and clinics and employ initiatives to maximize employee productivity
- Suggest methods to increase revenue, cost reduction strategies and faculty productivity benchmarks
- Manage deficiency programs and generate necessary reports
- Analyze budget reports and provide assistance in increasing total profit
- Generate and review patient satisfaction reports for each division and make improvement recommendations
- Obtain IRB consent to conduct quality and process improvement studies

2010-2012  University of Missouri School of Medicine, Columbia, Missouri
Administrative Assistant to the Director of Research, Family and Community Medicine
- Assisted with procurement of promotional items for a variety of faculty grant projects
- Prepared reports, travel vouchers, expense accounts, purchasing cards, and hardware/software requests
- Maintained monthly consult schedules for geriatric/palliative care on-call rotation
- Created graphics, brochures, plus informational and data entry forms and formatted using Adobe Illustrator
- Maintained monthly ordering and inventory procedures
- Teaching Assistant and MyZou contact for graduate level Principles of Epidemiology course(s)
- CME reporting for practicing physicians in suite

2005-2010  Missouri Primary Care Association and Oral Health Network of Missouri
Executive Assistant to CEO of MPCA and Director of OHNM
- Created and managed budgets for all annual conferences, quarterly board meetings, and various other events
- Acquired and maintained relationships with sponsor/vendor prospects

2005  Missouri Governor’s Office
Administrative Assistant to the Director of Operations and Constituent Services
- Purchasing agent for Governor’s office and Governor’s Mansion
- Human resources agent for all Governor’s staff

LEADERSHIP ACTIVITIES & AWARDS

Vice Chair
University of Missouri
School of Medicine Staff Advisory Committee
2013-2014

Member
University of Missouri
Health Care Patient Family Advisory Council
2012-2013

Member
University of Missouri
School of Medicine Staff Advisory Committee
2012-2013
LEED BALDWIN  Lee.baldwin@mizzou.edu

LEADERSHIP ACTIVITIES & AWARDS

Secretary and Member
Rotary Club
2007-2013

District IV Secretary
South Dakota Association of Healthcare Organizations (SDAHO)
2012 – 2013

Scotland Representative
Discover Bon Homme County Tourism
2011 – 2013

President
Student Healthcare Management Association, Concordia College
2005 – 2006

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Licensed Nursing Home Administrator, South Dakota

Member
American College of Health-care Executives (ACHE)
2007-Present

SDAHO, Council on Quality and Patient Safety
2012 – 2013

Scotland Chamber of Commerce
2010 – 2013

Scotland Economic Development Corporation
2010 – 2013

DSS Task Force for the Advancement of LTC
2007 – 2009

Life Enrichment for the Elderly (LEE)
2010 – 2013

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Healthcare Administration/Long-term Care Administration
Concordia College, Moorhead, Minnesota

PROFESSIONAL EXPERIENCE

May 2013-Present  CentraCare Health, St. Cloud Hospital, St. Cloud, Minnesota
Director of Surgical Service Support
• Responsible for assisting with planning, organizing, and controlling of surgery materials, resources, and business activities to support quality services to physicians, clinical staff, and patients
• Responsible for development of surgical operating budget for 24 operating rooms totaling approximately $210 million in revenue with expenses of about $41 million.
• Provide cost and revenue effective administration of surgical services supply and equipment resources
• Monitor utilization of surgery schedule and makes appropriate recommendations for increases in anesthetizing locations and block modifications.

May 2010-May 2013  Avera McKennan, Landmann-Jungman Memorial Hospital, Scotland, South Dakota
Administrator/CEO
• Formulate business strategies and coordinate operations for a 25 bed critical access hospital, provider based clinic, retail pharmacy, and senior housing facility.
• Recruit providers and other professional staff to keep high quality care in a competitive rural setting.
• Developed relationships with the local communities and build partnerships with other local facilities and practitioners.
• Oversee staff, policy, strategic initiatives, and quality outcomes.
• Managed organizational contracts, supply chain, human resources, and facility grant funds.
• Worked with local staff to align the facility with organizational mission, vision, and values.
• Recruited outreach physicians to expand the services provided locally.

Feb 2007-Apr 2010  Sanford Health Network, Winner Regional Healthcare Center, Winner, South Dakota
Long-Term Care Administrator
• Managed the daily operations of an 81 bed nursing facility licensed for Medicare, Medicaid, and VA residents.
• Ensured that the facility’s residents received exceptional care while remaining fiscally responsible.
• Focused on resident-centered care.
• Planned future construction projects including a facility renovation
• Initiated an internal facility LPN training program
EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor Science in Biology
University of Missouri, Columbia, Missouri
2009

PROFESSIONAL EXPERIENCE

Aug 2013-Present  University of Missouri Health Care, Columbia, Missouri
Orthopaedic Graduate Medical Education Specialist,
Department of Orthopaedics
• Coordinated recruitment, credentialing, performance evaluation and
curriculum development for medical students, residents,
and three service-line specific fellowships.
• Participated in the development of Surgical Skills Laboratories for first
year residents.
• Secured funding and resources for educational simulations,
workshops, and conferences.

Oct 2012-Aug 2013  University of Missouri Health Care, Columbia, Missouri
Orthopaedic Graduate Medical Education Assistant,
Department of Orthopaedics
• Assisted in developing a new research elective restructuring two
senior level medical student courses.
• Acted as coordinator for visiting and University of Missouri affiliated
rotating medical students.
• Performed administrative support for orthopaedic clinical services.
• Assisted with recruitment, curriculum development, evaluation, and
administrative activities for orthopaedic resident physicians
and three service-line specific fellowships.
• Assisted with the coordination of visiting professor lectures, residency
curriculum lectures, and weekly Grand Rounds.

May 2010-Oct 2012  University of Missouri Health Care, Columbia, Missouri
Certified Pharmacy Technician (CPhT), Pharmacy Services
• Played a key role in implementing new information technology in my
department and assisted in training coworkers and employees of
other University pharmacies.
• Served as the Quality Assurance inspector for all 6 on-site outpatient
clinics.
• Acted as a liaison between provider and third-party payers to secure
reimbursement.

Mar 2009-Jun 2010  The YouZeum, Columbia, Missouri
Early Childhood Education Coordinator
• Developed and supervised the implementation of all early childhood
museum exhibits, classes, and programs.
• Assisted in the development of community health outreach
programming.
• Developed and executed field trips and curriculum for on-site
laboratories and courses, including dissections, healthy food
preparation workshops, and activities for special needs populations.
JEFFREY W. BLOEMKER  bloemker@gmail.com

EDUCATION
Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Senior National Security Executive Ed. Program
National Defense University, Washington, D.C.

Bachelor of Arts in Political Science
University of Minnesota, Minneapolis, Minnesota
1998

PROFESSIONAL EXPERIENCE
Apr 2013-Present  Mosaic Life Care, Parkville, Missouri
Vice President
Mosaic Life Care is a member of the Mayo Clinical Care
Network and a recipient of the 2009 Malcolm Baldrige Award
• Leader of an innovative healthcare design -- life care, which
  addresses the needs of the patient
• Leader responsible for the day-to-day operations of eight
  primary care clinics, two surgery centers, and a medical
  spa

Nov 2012-Present  Heartland Health, St. Joseph, Missouri
Administrative Fellow
• Work directly with the Officers and Administrators at
  Heartland Health on strategic projects and plans
  including expansion of the brand into new markets

Dec 2009-Nov 2012  Lewis and Clark Information Exchange, St. Joseph, Missouri
Executive Director
• Led one of the first fully operational, multiple-state Health
  Information Exchange’s in the country, providing
  patient information to prominent healthcare
  systems and providers in the Midwest

Sep 2006-Dec 2010  Cerner Corporation, Kansas City, Missouri
Manager
• Managed Cerner’s Government Affairs, including
  community and industry outreach in support of
  Cerner’s mission of transforming healthcare
• Worked with the National Governors’ Association,
  Democrat Governors’ Association, Republican
  Governors’ Association, The Heritage Foundation
  and Progressive Policy Institutes to build a coalition to
  effect change in healthcare policy by creating proof
  points at the State level.
• Testified before the legislature and drafted the Independent
  Health Record Trust Act and created a coalition of
  75 Members of Congress who Cosponsored the bill

Senior Associate
• Government affairs specialist employing legislative and
  appropriations strategies for public and private sector
  entities
LEADERSHIP ACTIVITIES & AWARDS

- University of Missouri Sinclair School of Nursing Faculty Capstone Award 2010
- University of Missouri Sinclair School of Nursing Outstanding Accelerated Nursing Student Award Nominee 2010
- Sigma Theta Tau Inductee
- University of Missouri Sinclair School of Nursing R.E. & Cedelle H. Gillette Scholarship Recipient 2009
- Columbia College Outstanding Student in Science 2008
- Sigma Zeta Inductee 2008; President 2008-2009
- Alpha Chi Inductee

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
University of Missouri Sinclair School of Nursing, Columbia, Missouri
2010

Bachelor of Science in Biology
Minors in Chemistry and Psychology
Columbia College, Columbia, Missouri
2009

PROFESSIONAL EXPERIENCE

2010-Present University of Missouri Health Care, Columbia, Missouri
Staff Nurse, George David Peak Memorial Burn and Wound Unit
- Extensive experience in a variety of adult ICUs, including Surgical, Cardiac, Neuroscience, and Medical
- Extensive experience in pre- and post-anesthesia care departments

2007-2009 Columbia College, Columbia, Missouri
Science Tutor

2005-2009 Columbia College, Columbia, Missouri
Student Ambassador/Telecounselor

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

2010—Present Missouri Registered Nurse

2010—Present Advanced Cardiac Life Support

2010—Present Pediatric Advanced Life Support

2010—Present Basic Life Support

Member
University of Missouri Hospital Burn Outreach Committee
2013—Present

Member
University of Missouri Hospital Safety Seals
2012—Present

Member
University of Missouri Hospital Nursing Student Preceptor
2012—Present

Member
University of Missouri Hospital Morale Committee
2010—Present
LEADERSHIP
ACTIVITIES &
AWARDS

Continuing Education Coordinator
Missouri Orthopaedic Institute Rehab
2013-Present

Member
University of Missouri Health Care Staff Council
2012-Present

Clinical Education Coordinator
Missouri Orthopaedic Institute Rehab
2010-Present

- Magna Cum Laude
  May 2008

- Mizzou ’39 Award Recipient
  2008

- National Society of Collegiate Scholars
  2004-Present

- Collegiate All-American Scholar Spring 2004

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Master of Physical Therapy
University of Missouri, Columbia, Missouri
2008

Bachelor of Health Science
University of Missouri, Columbia, Missouri
2008

PROFESSIONAL EXPERIENCE

2010-Present University of Missouri Health Care, Columbia, Missouri
Missouri Orthopaedic Institute
• Full time out-patient orthopedic evaluations, treatment, plans of care, coordinating student clinical, and physician interaction.

2009-2010 University of Missouri Hospital
• Acute care evaluations, treatment, family training, and discharge planning

2008-2010 St. Mary’s Sport’s Medicine and Rehabilitation Center, Jefferson City, Missouri
• Evaluated and assessed patients, developed goals and plans of care, communicating with physicians, supervised up to 3 physical therapy assistants, and aquatic therapy classes.

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

United Way Co-Coordinator
Missouri Orthopaedic Institute
2011-present

Volunteer
Children’s Miracle Network Radiothon
2013
LESLI T. EHLMANN  ehlmannl@health.missouri.edu

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected December 2013

Associate of Applied Science in Nursing
Lincoln University, Jefferson City, Missouri
December 2005

Bachelor of Arts in Interdisciplinary Studies
University of Missouri, Columbia, Missouri
December 2001

PROFESSIONAL EXPERIENCE

2010-Present  University of Missouri Hospital, Columbia, Missouri
Course Coordinator, Sexual Assault Nurse Examiner Course (Aug 2010-Present)
Trauma Nurse Course Instructor (Jul 2010-Present)

2006-Present  University of Missouri Hospital, Columbia, Missouri
Registered Nurse, Emergency Department
• Care for a wide variety of patients at a Level 1 Trauma center
• Assess patients, prioritize care, document assessments
• Manage multiple critically ill patients
• Provide information and support to patients and families regarding condition and care plan

Sexual Assault Nurse Examiner
• Collect and document forensic evidence from patients after sexual assault,
• Offer emotional support and resources to patient.
• Work in collaboration with local law enforcement, advocacy centers, and testify in court regarding documented findings

2002-2006  University of Missouri Hospital, Columbia, Missouri
Unit Clerk, Emergency Department
• Answer incoming telephone calls efficiently and courteously; relay messages and calls to appropriate personnel
• Transcribe physician orders, process requisitions for diagnostic studies, and notify nurse of new orders

2001-2002  University of Missouri Hospital, Columbia, Missouri
Emergency Medical Technician/Patient Care Technician, Emergency Department
• Assist staff nurses with initial assessment of patients, take patient vital signs
• Assist and train patients in proper use of splints, braces, and crutches
• Assist nurses in traumas and codes

2000-2001  University of Missouri Hospital, Columbia, Missouri
Customer Service Representative, Emergency Department
• Register patients, obtain and process patients’ medical insurance, and verify patient billing information
AUSTIN M. GILLARD  austingillard@gmail.com

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
American College of Healthcare Executives (ACHE)

Member
Kansas Association of Healthcare Executives (KAHCE)
Education Committee

Member
Pratt Rotary Club

Member
Pratt Chamber of Commerce

Member
Pratt Young Professionals

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Business
University of Kansas, Lawrence, Kansas
December 2010

PROFESSIONAL EXPERIENCE

2013-Present  Pratt Regional Medical Center, Pratt, Kansas
Administrative Fellow
• Worked with the Executive Staff on managing 430 employees in the following services: Ancillary, Clinical, Surgical, Support Services, Nursing, Finance, Materials Management, and 6 clinics.
• Collaborated on a $31 million renovation and expansion of PRMC. This included FF&E purchases, daily construction meetings, and PRMC communication to employees and visitors. The six-phase project will be completed in June 2015.
• Participated in the merger and acquisition of Pratt Internal Medicine Group (PIMG). PIMG consists of four (4) Internal Medicine, one (1) Gastroenterologist, and two (2) Mid-Level providers. In addition, we developed a new four (4) tiered wRVU physician payment model.
• Initiated documentation process improvement for additional revenue. This totaled over $200,000 in lost charges for 2012.
• Developed a Lean Six Sigma reporting tool for inventory management in the surgery department. Supplies management alone led to over $250,000 in reduced inventory from June to September 2013
• Launched and developed Pratt Home Care, a private-pay Home Health business line with the Home Health manager. Services start January 2014.

2011-2013  Phoenix Business Systems, Kansas City, Missouri
Business Development and Physician Consultant
• Oversight of six client Emergency Departments located in Kansas, Missouri, and Hawaii. Management and medical provider relations of 90 Emergency Medicine and 15 Mid-Level providers. Physician and Mid-Level retention rate of 91% and client retention rate of 100%. Emergency Department portfolio of over 94,000 visits a year.
• Oversight of medical provider relations at seven freestanding full-service Occupational Medicine facilities located in Kansas and Missouri. Management of medical provider relations of 15 Occupational Medicine and 3 Mid-Level providers. Physician and Mid-Level retention rate of 95%. Contracted with over 4,000 employers in Kansas City.

2008-2011  Allred Recruiting Group, Overland Park, Kansas
Physician Recruiter
• Successfully recruited and placed 20 Physicians and 5 Mid-Level providers with John Allred, President of ARG. Our retained searches were in rural Missouri, Kansas, and Oklahoma.
• Contract negotiation between CEO/CMO with Physician candidates over salary, term agreements, wRVU production models, and employment benefits.
• Operations management of clients, accounting, IT, advertising, and sourcing Physician and Mid-Level candidates.
EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelors of Science in Nursing
University of Missouri, Columbia, Missouri

Bachelors of Science in Management
Minor in International Business and Economics
Purdue University, West Lafayette, Indiana

PROFESSIONAL EXPERIENCE

2012-Present  Harry S. Truman Memorial Veteran’s Hospital, Columbia, Missouri
Step Down Unit Nurse Manager
• Assist with implementation of the VHA National Nursing Strategic Plan (2012-2013)
• Provides effective leadership to assist with the development and execution of a fully operational Workforce
• Collaborates to ensure the development and effective execution of a resource management plan that integrates budget human resources, capital expenditures
• Demonstrates positive collaboration with internal or external stakeholders which results in achieving the overall goals of ONS, and enhances VHA health care delivery system,
• Supports and enhances client self-determination, serves as a resources for clients and staff in addressing ethical issues
• Initiates appropriate corrective action for performance problems and recognizes quality performance
• Utilizes established guidelines in accordance with functional statements, performance standards, position descriptions and competencies
• Develops and implements an effective resource management plan that ensures the service operates within allocated budget and assigned human resources.

2010-2012  Harry S. Truman Memorial Veteran’s Hospital, Columbia, Missouri
Cardiac/Surgical/Medical ICU Staff Nurse
• Assess patients and notify physicians of clinical changes
• Interact with other departments regarding patient care
• Perform patient care

2006-2010  University of Missouri Health Care, Columbia, Missouri
Trauma Surgical Intensive Care Unit
• Supervision of staff nurses
• Making assignment
• Evaluations, coaching, and development
• Perform patient care
• Interact with other departments regarding patient care
• Strong problem solving skills, capable of assessing conditions and implementing appropriate interventions

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Adult Cardiac Life Support (ACLS)
Basic Life Support (BLS)
Critical Care Registered Nurse (CCRN)
Yellow Belt and Green Belt Training
Crucial Conversations and Crucial Confrontation
MHA Leadership Development program
Fellowship-level coaching and mentoring
MARTA F. GREEN  martafgreen@gmail.com

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Arts in English
Minor in Spanish
Baylor University, Waco, Texas
Graduate of Honors Program w/ Distinction (Thesis), Cum Laude, Phi Beta Kappa
1996

PROFESSIONAL EXPERIENCE

Proven leadership in a variety of contexts
Strength in strategic planning, entrepreneurism, developing teams, and coaching leaders
Designs and delivers practical training and leadership development
Develops leaders, individually and corporately

1996-Present  CRU, international student mission organization
Leadership Development Associate, Great Plains International Region (2010-2013)

Associate National Director, Greece Campus Ministry (2008-2010)

Regional Director, Great Plains International Region (2005-2008)

Campus Director, University of Northern Colorado (2002-2005)

Metro Director, Houston Metro Area (1999-2002)

Team Leader, Monterrey Technical Institute (Mexico) (1998-1999)

Field Staff, Texas Tech University (1996-1998)

LEADERSHIP ACTIVITIES & AWARDS

European National Leadership Conference
(Agape/Cru)
2009, 2010

Senior Leadership Initiative
2006 - 2008
• Selective CRU program to train national leaders
• Projects in Florida, Canada, and Singapore

CRU Design team for Campus Director Training
Summer 2003

CRU Leadership Track for campus leaders
Summer 1999

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS, & SERVICE ACTIVITIES

Tutor
Edison Elementary School
2013

Coach
Mountain View Hurricanes Swim Team
2011-2013

Mountain View Ladies Chamber of Commerce
2011-2013
• Promoting growth, service, and leadership for middle and high school girls

President
Habitat for Humanity, Mountain View, Missouri Affiliate
2010-2012
• Supervised the 2011 build

European National Leadership Conference
(Agape/Cru)
2009, 2010
CERTIFICATIONS, PROFESSIONAL AFFILIATIONS, & SERVICE ACTIVITIES

PMP Certification
Cerner Certified Foreign System Interface Engineer
Cerner Certified System Engineer

Member
Health Information Management Systems Society (HIMSS)

Volunteer
YMCA Coach

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Computer Information Systems
Park University, Parkville, Missouri
2001

PROFESSIONAL EXPERIENCE

2009-Present  Cerner Corporation, Kansas City, Missouri
Reference Lab Network Program Manager
• Responsible for providing quotes for ASP services to clients and sales
• Design new cloud based solutions that allow for increased interoperability and reduced overhead
• Designed and implemented interoperability platform using Mule ESB and Gigaspaces technologies
• Product owner in the development of new services using the Agile methodology of software development

2009  ViraCor-IBT Laboratories, Lee’s Summit, Missouri
Connectivity Program Manager
• Independently developed the companies’ first HL7 program, improving efficiencies and accuracy. Thirteen HL7 interfaces were brought live in the first year, increasing to 45 by my departure
• Clients interfaced through HL7 increased their utilization of Viracor-IBT, resulting in a 20% increase of revenue per client on average
• Defined new processes and planned and developed technology solutions that allowed Viracor-IBT to remain competitive
• Assisted with the development of the company’s first project methodology. Defined the different stages, objectives, and deliverables of the project lifecycle. This included the formation of a Project review Board to prioritize projects initiated by various departments

2007-2008  Cerner Corporation, Kansas City, Missouri
Technical Project Manager
• Facilitated knowledge and discovery sessions at the client site to understand their network and hardware requirements. Responsible for the planning and acquisition of all client hardware.
• Managed cross functional teams for projects such as new Cerner implementations, OS platform migrations, and data center migrations.
• Planned and assigned resources to all client domain activities such as refreshes, data merges, disaster recovery, and scheduled maintenance.
• Identified critical issues during project implementations and facilitated root cause analysis meetings to fully understand the issues and identify key points of improvement.

2005-2007  Cerner Limited, London, United Kingdom
Technical Manager
LEADERSHIP ACTIVITIES & AWARDS

- E.E. Rich Award (highest ranking sophomore woman in scholastic and academic achievement)
- Academic Award of Excellence (grade point average in top 10 percent of student body)
- United States Achievement Academy All-American Scholar National Collegiate Nursing Award
- National Dean’s List

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Registered Nurse, State of Missouri, 1998-Present

Basic Life Support Provider, 1994-Present; Instructor, 2005-Present

Advanced Life Support Provider, 1998-Present, Instructor, 2005-Present

CCRN Certification by AACN, 2011-Present

CNRN Certification by AANN, 2011-Present

Panel Member and Group Facilitator
Orientation and Integration of New Graduates and Experienced Nurses to Your Setting. 12th Annual Midwest Regional Nursing Educators Conference, November 16, 2006

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
Central Methodist University, Fayette, Missouri
Summa Cum Laude with Honors 1998

PROFESSIONAL EXPERIENCE

2013-Present University of Missouri Health Care, Columbia, Missouri
Manager, Medical Intensive Care and Palliative & Supportive Care
- Responsible for structuring and maintaining an environment for safe and effective care delivery within an 18-bed Medical ICU setting.
- Responsible for oversight of five-member consult service for Palliative & Supportive care services.
- Coordinate care delivery provided by 75+ staff (68 FTE)

2008-2013 University of Missouri Health Care, Columbia, Missouri
Unit Educator, Medical-Neurosurgical Intensive Care Unit
- Responsible for all unit-based education and tracking for 75+ staff in an 18 bed Intensive Care environment.
- Ensures staff members receive appropriate orientation and ongoing education required to function in the critical care environment.
- Coordinate quality improvement projects within the unit.
- Serve as a representative for the unit on various system-wide committees including process improvement, informatics, education, and policy.

2007-2008 University of Missouri Health Care, Columbia, Missouri
Nurse Clinician, Department of Internal Medicine
- Managed all aspects of clinical trials for the Pulmonary-Critical Care division of Internal Medicine including submission of detailed and precise documentation to sponsor, Institutional Review Board, and hospital compliance office.
- Recruitment and education related to clinical trial procedures, coordination and completion of clinical trial procedures, and site maintenance.
- Completed prior authorizations for clinic patients’ prescribed services.

2005-2007 University of Missouri Health Care, Columbia, Missouri
Clinical Educator, Center for Education & Development
- Provided training for staff members from a variety of settings and levels of experience in system-wide position available to three hospitals and multiple clinics.
- Training included but not limited to: bi-weekly system-wide orientation for nursing staff, preceptor development, basic life support (BLS), advanced life support (ACLS), supervisor and charge nurse training, critical thinking development, basic dysrhythmia, equipment in-services, and technical skill development.
- Coordinated opening and utilization of skills lab at University Hospital including high-fidelity patient simulator programming and scenario development.
LEADERSHIP ACTIVITIES & AWARDS

Member
MSS Advisory Board - Maxim Healthcare Services
August 2012 – Present
• Communications Task Force – Developed Advisory Board communication program
• Advise executive leadership team on policies and initiatives

Associate Director of Recruiting/Team Leader
2008-2010
• Led a team of 8 Search Consultants
• Led on-site profiles at hospitals, clinics and academic centers
• Position eliminated in company downsize

• MSS Advisory Board Appointment 2012, 2013

• Toughest Placement 2010 – Pediatric Biochemical Medical Genetics

• Toughest Placement 2010 – Pediatric Molecular Medical Genetics

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Board Member – Vice President
Columbia Lutheran Association of Schools
Dec 2010 – Present
• Budget, policy and staff oversight
• Long-term strategic planning, facility planning, and capital fund raising
• Communications Committee Head

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of General Studies
Emphasis in Business/Marketing, Education, and Psychology
University of Missouri, Columbia, Missouri
2007

Externship – Clinical Operations, University of Missouri Health Care
• Shadowing of Clinical Leadership; review of performance evaluation tools; Project – Virtual Pool
June 2013 – Present

PROFESSIONAL EXPERIENCE

2013-Present TimeLine Recruiting, a Division of Maxim Healthcare Services, Columbia, Missouri
Recruiting Manager
• Project lead and operating manager of TimeLine’s supplemental direct placement division
• Create and manage employee training and performance measurements of new division
• Consult and nurture relationships with clinical, administrative and HR leadership of healthcare systems, managed care organizations and graduate medical education programs nationwide
• Integrate staffing services across Maxim Healthcare, a national homecare, staffing and wellness corporation
• Project Manager/Account Manager – Walgreens, Take Care Health Systems

2007-2013 TimeLine Recruiting, a Division of Maxim Healthcare Services
Senior Search Consultant
• Physician recruitment and onboarding
• Multi-platform marketing
• Healthcare practice, workforce and compensation consulting
• Built and maintain client relationships with clinical, administrative and HR leadership
• Employee training and education – Developed training on healthcare markets, GME and medical specialties
• Specialized in Academic Medicine and Pediatric Subspecialties
CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
American Health Information Management Association (AHIMA)
2009-Present

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Health Information Management
Saint Louis University, St. Louis, Missouri
2010

PROFESSIONAL EXPERIENCE

Dec 2012-Present    Lutheran Senior Services, St. Louis, Missouri
Director of Health Information Management
• Create policies and procedures for health information practices for communities, home health and hospice where applicable for both paper and electronic systems.
• Establishes best practice auditing procedures for documentation practices and ensuring the privacy and security of protected health information.
• Ensures HIM staff is educated in health information practices and the MDS and HIM staff are routinely updated and provided education.
• Establishes best practice to ensure safe and secure storage of health information.
• Assists in specifying skills, selecting, hiring, orienting, and educating health information staff.
• Participates in orientation of new LSS staff.

Jun 2010-Dec 2012    Phelps County Regional Medical Center, Rolla, Missouri
Assistant Director of Health Information Management
• Oversee the daily functions of the prepping, scanning, index/analysis, distribution, and correspondence areas.
• Manage 20+ employees and oversee day-to-day functions.
• Serve as a liaison between Health Information Management and other departments while promoting good department relations.
• Assists with reviewing and developing policies and procedures, performs reviews of the workflows and analyze staffing requirements.

Jan 2009-May 2010    BJC Healthcare, St. Louis, Missouri
Information Services Intern
• Part of a team supporting the Enterprise Master Person Index (eMPI)
• Data entry included managing patient duplication and overlay errors due from hospital registration departments. Fixing, documenting, and researching problems in eMPI application and Clinical Desktop.
EDUCATION
Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
University of Arkansas for Medical Sciences
Little Rock, Arkansas
December 2011

Associate of Science in Nursing
Southern Arkansas University, Magnolia, Arkansas
1999

PROFESSIONAL EXPERIENCE
Nursing career of more than thirteen years with experience in several different areas including operating room, long term care, pediatrics, emergency room, and med/surg

2011-2012 Moberly Regional Medical Center, Moberly, Missouri
Case Management, RN Case Manager
• Assess patient needs during hospital stay to ensure appropriate care, discharge planning to ensure patient has appropriate care after returning home.

2005-2011 University of Arkansas for Medical Sciences, Unit H6 - Surgical Specialties, Orthopedics, ENT, Trauma, GYN, Oncology, and other General Surgeries, Little Rock, Arkansas
RN 3 Staff Nurse, Shift Charge Nurse, Preceptor
• Staff Nurse duties- assess and care for both the preoperative and post-operative patient, administer medications, critical think according to each individual’s surgical procedure and solve problems, supervise and direct assistant care, maintain safe environment for the patient, provide patient education, and any other duties required
• Shift Charge Nurse duties- lead the other nurses and assistants on the unit, support and direct care of patients as needed, advocate and maintain a safe environment for patients and staff, oversee staffing and make assignments for next shift, Critical think and problem solve issues that arise between staff, patients and visitors, and any other duties required
• Preceptor duties- orientate and train new employees and students in floor procedure, policy, and equipment. Motivate both employees and students in learning and improving new skills necessary to safely care for the patient population on the unit. Create an environment that is professional and conducive to learning with a variety of learning activities

2003-2005 University of Arkansas for Medical Sciences, Emergency Department, Level 1 Trauma Center, Little Rock, Arkansas
RN 3 Staff Nurse
• ED Staff Nurse duties- varied from triage, trauma team, critical care team, non-critical team assessing and providing direct nursing care for each individual with a variety of different diagnosis including psychiatric, cardiac, trauma, infections, pain, etc. Critical thinking and prioritization skills developed and utilized on a daily basis.
BRAD MARTENS  martensb@health.missouri.edu

LEADERSHIP
ACTIVITIES & AWARDS

HIE Liaison and Board Member
Midwest Gateway Chapter, HIMSS
2013

CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES

Six Sigma (White Belt)

ARRT Certification
(American Registry of Radiologic Technologists)

CPR (American Heart Association)

Member
American College of Healthcare Executives

Member
Health Information Management Systems Society (HIMSS)

Volunteer
Missouri Show-me State Games

Volunteer
Missouri Orthopaedic Institute

Friday Night Lights

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Radiologic Science
University of Missouri, Columbia, Missouri
May 1999

PROFESSIONAL EXPERIENCE

Nov 2011-Present  University of Missouri Health Care, Columbia, Missouri
Radiology Supervisor, Radiology Services, Missouri Orthopaedic Institute
- Manage and supervise 38,000 budgeted diagnostic procedures annually consisting of x-ray, ultrasound, and pain management.
- Manage and supervise radiology services at off-site outpatient Pediatric Orthopaedic Clinic 4200+ annual diagnostic procedures.
- Manage and supervise MRI area consisting of one GE MR450 magnet with an annual budget of 3600 procedures.
- Develop budget projections, manage volumes and financial statements (Gross Charges = 15+ million annually)
- Assist with clinic operations and planning
- Help implement and develop new IT and workflow processes
- Liaison to University of Missouri Athletic Department for Imaging Services
- Responsibilities include equipment purchasing, payroll, and management of staff.
- Report directly to the Director of Professional Services for the University Health system.

Jan 2010-Nov 2011  University of Missouri Health Care, Columbia, Missouri
Radiology Supervisor, Radiology Services, Missouri Orthopaedic Institute
- Responsibilities included the development of clinic and radiology workflows for our new orthopaedic institute, hiring of staff members, and day to day supervisor activities.
- Visited off-site facilities in developing workflow
- Engaged with vendor in initial equipment purchase and installations
- Worked to develop orthopaedic provider protocols for radiology exams

Sep 2007-Jan 2010  University of Missouri Health Care, Columbia, Missouri
Specialty Radiologic Technologist
- Perform c-arm and portable radiographs for 18 main OR and 3 same-day surgery rooms, consisting of 7 c-arms and 2 portables.
- Assist radiology department staff in completing diagnostic procedures when not occupied with OR responsibilities (including occasional weekend and holiday rotations).
BRANDI B. MEYERS  Brandi.Meyers@cerner.com

EDUCATION
Master of Health Administration  
University of Missouri, Columbia, Missouri  
Expected May 2014

Bachelor of Business Administration  
Major in Information Systems and Decision Sciences  
Minor in Mathematics, Concentration in Actuaries  
Louisiana State University  
May 2005

PROFESSIONAL EXPERIENCE
2007-Present  Cerner Corporation  
Revenue Cycle Architect  
• Knowledge expert in all Revenue Cycle workflows and applications.  
• Assist in managing and addressing project escalations, risk assessments, and the development of workflow recommendations across the Cerner Millennium Revenue Cycle solutions.

2005-2007  Deloitte & Touche, LLP  
Consultant, Enterprise Risk Services  
• Evaluated process controls & performed Sarbanes Oxley compliance testing for business cycles and information systems across various industries.  
• Served as lead Deloitte contact for multiple engagements coordinating client communication and providing status updates to the managing client personnel.

2004-2005  Our Lady of the Lake Hospital - Hospital Medicine Group  
Communications & Data Analyst  
• Developed a data management system to analyze clinical data for Hospitalists.  
• Developed an application to read and analyze core measures information to track HIPAA compliance among the group and identify other key areas for improvement.

2004-2005  Louisiana State University  
Research Assistant  
• Assisted in grant proposal and research with Dr. Sonja Wiley-Patton, Louisiana State University: “Overcoming Barriers to Integrated Information System and Information Technology Adoption by Health Care Professionals: Diagnosis, Prescription, and Prognosis.”

Summer 2004  ExxonMobil - Global Information Systems  
Internship - Systems Analyst/Developer  
• Completed Several Projects both application upgrades and ground-up development.  
• Developed SQL Server Skills via database maintenance and development.

2002-2003  The Baton Rouge Clinic, AMC  
Reimbursement Data Analyst  
• Developed reports to analyze and improve the progress and efficiency of department work flow.  
• Prior to the listed position, worked in various other departments of the clinic including Information Systems, Medical Records, and Administration.

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES
Certified Information Systems Auditor  
2007-2013

Member  
Healthcare Financial Management Association  
2012-Present

Member  
American College of Healthcare Executives  
2011-Present

2007-2013  Member  
Healthcare Financial Management Association

2012-Present  Member  
American College of Healthcare Executives

2011-Present  Member  
Healthcare Financial Management Association
**EDUCATION**

**Master of Science in Health Informatics**  
University of Missouri, Columbia, Missouri  
Expected December 2013

**Bachelor of Science in Computer Science**  
Pittsburg State University, Pittsburg, Kansas  
2003

**Master of Business Administration**  
Baker College, Flint, Michigan  
2000

**Bachelor of Science in Chemistry**  
University of Zimbabwe, Harare, Zimbabwe  
1990

**PROFESSIONAL EXPERIENCE**

**2008-Present**  
**Kansas Dept. of Health and Environment Office of Inspector General**  
**Auditor**

- Perform risk assessments for Medicaid and State Employee Health Benefit Plan
- Formulate annual audit plans and design audit programs
- Carry out risk-based, performance, compliance, and information systems audits
- Write audit reports and make audit presentation to financial and audit committee and board of directors
- Conduct reviews and special consultative engagements to evaluate impact of regulations and policies on Medicaid
- Conduct fraud, waste, and abuse investigations involving providers, employees, and beneficiaries
- Perform audit/data analytics, including random sampling, extrapolation, regression analysis
- Perform assessments of corrective action plans proposed or implemented in response to audit recommendations
- Participate in collaborative projects with various external entities involved with Medicaid

**2006-2008**  
**Kansas Dept. of Revenue**  
**Management Systems Analyst**

- Perform tax research, analysis, and reporting
- Conduct business intelligence functions using data mining and other techniques to formulate tax compliance strategies
- Participate in cross-functional teams to optimize operational efficiency within agency divisions
- Perform tax clearance functions for the agency

**2005-2006**  
**Unified School District 259/Wichita School District**  
**Quality Improvement Assessment Assistant**

- Analyze USD 259’s performance in statewide student assessments
- Evaluate schools’ performance against AYP requirements (AYP = Adequate Yearly Progress)
- Maintain the school district’s web portal
- Help design surveys and survey templates for entities carrying out education-based research

**CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES**

Certified Program Integrity Professional, awarded by the Medicaid Integrity Institute, 2013

Certified Internal Auditor, awarded by the Institute of Internal Auditors, 2011

Certified Information Systems Auditor, awarded by Information Systems Audit and Control Association, 2010

**Member**  
Institute of Internal Auditors (IIA)

**Member**  
Information Systems Audit and Control Association (ISACA)

**Volunteer**  
Salvation Army  
Elementary school soccer coach
**Education**

Master of Health Administration  
University of Missouri, Columbia, Missouri  
Expected December 2013

Bachelor of Science in Business Management  
University of Phoenix, Phoenix, Arizona  
2010

Medical Assistant Program & Medical Coding  
Southeast Community College, Lincoln, Nebraska  
Completed three years

**Professional Experience**

2011-Present  
University of Missouri Health Care, Columbia, Missouri  
Reimbursement Coordinator, Revenue Cycle Management Integrity Department  
- Design, produce & test reports & scorecards for the revenue cycle departments  
- Evaluate and develop improvements within the revenue cycle  
- Utilize more than 10 different systems, databases, and proprietary software to generate reports and dashboards  
- Coordinate with and cross-train coworkers and develop internal process improvements

2009-2011  
University of Missouri Health Care, Columbia, Missouri  
Supervisor, Patient Financial Services, Credit Resolution  
- Managed financial accounts and resolution of credit accounts  
- Managed the combining of multiple hospital visits to submit one claim  
- Analyzed reports to ensure accurate billing cycles and amounts  
- Streamlined processes to efficiently handle and process credit accounts  
- Reduced credit balances from over 14,000 visits for $14 million to 6,300 visits for $7.2 million in the first twelve months  
- Dropped the days from discharge to combine visits from 10 days to 7 days in less than 1.5 years  
- Supervised, trained and scheduled 10 employees

2003-2009  
University of Missouri Health Care, Columbia, Missouri  
Supervisor, Patient Financial Services, Self-Pay  
- Managed financial accounts, billing, and collections of self-pay accounts  
- Analyzed reports of financial data to ensure accurate billing cycles and amounts  
- Received requests from attorneys, bankruptcy courts and estates for civil litigation  
- Processed lawsuit requests from collection agencies for outstanding hospital debt  
- Processed applications from patients for financial assistance  
- Represented and testified for MU hospital in court proceedings and depositions  
- Successfully streamlined processes self-pay accounts  
- Supervised, trained and scheduled up to 8 employees

2001-2003  
University of Missouri Health Care, Columbia, Missouri  
Patient Account Representative, Hospital Customer Service  
- Handled patient inquiries and complaints in regards to their hospital billing; processed applications for financial assistance on billing...
Educational Background:

**Master of Health Administration**
University of Missouri, Columbia, Missouri
Expected May 2014

**Bachelor of Science in Management / HR**
Park University, Parkville, Missouri

Professional Experience:

**New Directions Behavioral Health, Kansas City, Missouri**

*Customer Service Representative*
- Support insurance members and behavioral health providers by providing insurance benefits, claims information, authorization status, and product information
- Work closely with Network Development staff regarding provider issues, network needs and locating providers
- Work closely with appeals coordinators, account management staff and clinical support team to resolve issues that arise
- Work closely with management in updating insurance group information
- Participate in training of new employees

**Advanced Staffing Resources, Independence, Missouri**

*Staffing Coordinator*
- Market prospective clientele
- Assess needs of existing clients; interview and place qualified applicants
- Monitor up to 300 temporary employees’ attendance and performance; coach and counsel temporary employees to ensure quality performance and job satisfaction
- Carry out disciplinary actions and terminations; resolve customer/client/applicant issues and/or complaints
- Assist in collection of delinquent accounts
- Develop marketing materials; participate in career fairs; network with healthcare professionals to develop lasting business relationships.

**Blue Cross Blue Shield of Kansas City, Kansas City, Missouri**

*Customer Service Representative*
- Provide exceptional customer service to insurance members regarding policy benefits, card issuance, and claims
- Work with provider services in regard to medical claims and their relationship to policy benefits
- Request claim adjustments after reviewing member accounts and explanation of benefits forms
- Act as liaison between member and provider regarding nonpayment of claims
- Familiarity with claim coding and reference materials
- Customer service certification.

**Walker Towel & Uniform Service, Kansas City, Missouri**

*Sales & Marketing Coordinator*
- Support sales staff by marketing prospective clients
- Prepare professional proposals for competitive bidding of rental services
- Maintain marketing database;

Leadership Activities & Awards:

- Developed “Question of the Day” training tool
- Commitment to Quality Award 2012
- Customer Service Award 2012
- Highest Audit Score Award 2012
- Initiative for Outside Training Award

JENNIFER L. PORTER ferbie0324@comcast.net
AMANDA B. SELBY  selbyam@health.missouri.edu

LEADERSHIP ACTIVITIES & AWARDS

Shared Governance Shift Representative
May 2013-Present

Cochair
Nurse Practice Council
2012-Present

Member
Nurse Practice Council
2010-2012

Team Member
Tiger Team Rapid Response
2012-Present

• Daisy Award Winner, 2013
• Role Model Employee Award Winner, 2013

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
American Association of Critical Care Nurses
2011-Present

Member
American College of Health Care Executives
2012-Present

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
University of Central Missouri, Warrensburg, Missouri
2008

PROFESSIONAL EXPERIENCE

2009-Present  University of Missouri Health Care, Columbia, Missouri
Registered Nurse, Medical/Neurological Intensive Care Unit
• Highly skilled career professional with more than 5 years practical experience in Medical Neurosurgical Intensive Care Unit
• Perform assessment independently in an ongoing and systematic manner, formulate a goal directed plan of care which is prioritized and based on determined nursing diagnosis and patient outcomes, provide and/or assist others in delivery of nursing care in a cost effective and timely manner, document effectiveness of nursing care and modify plan of care to progress patient towards expected outcomes, assume responsibility for the management of care for assigned patients, demonstrate competency in psychomotor skills specific to unit patient population
• Select and modify teaching protocols/instructions for patient/family, practice according to safety and infection control policies, perform in emergency situations following established protocols, demonstrate applied knowledge base to unit patient population, demonstrate accountability for own professional practice, participate actively in unit educational activities, adhere to legal and risk management policies.
• Participate in unit goals activities and demonstrate awareness of service goals, participate in unit quality assurance and peer review activities, maintain scheduling flexibility to meet unit patient care needs, participate in unit research/evaluation projects, participate in the organization and prioritization of patient and unit activities, make sound clinical decisions, demonstrate guest relations skills consistently

2008-2009  University of Missouri Health Care, Columbia, Missouri
Registered Nurse, Trauma/Surgical Intensive Care Unit
• Same as listed above with a target patient population of trauma and Surgical patients

2004-2006  Boone Hospital Center, Columbia, Missouri
Patient Care Tech/Certified Nurses Aide
LEADERSHIP
ACTIVITIES & AWARDS

Member and Cochair
Nurse Practice Council
2012-2013
**Member since 2010

Team Member
Tiger Team, Rapid Response
2012-2013

• Gold Level PAWS Recipient
  2013

• Role Model Award Winner
  2013

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Board Examination, 2008

License, State of Missouri, Current

Critical Care Registered Nurse, 2010-Present

Trauma Nurse Core Certified, 2012-Present

Basic Life Support, 2013-Present

Advance Care Life Support, 2012-Present

Member
American Association of Critical Care Nurses
2011-Present

Member
American College of Health Care Executives
2012-Present

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
University of Central Missouri, Warrensburg, Missouri
2008

PROFESSIONAL EXPERIENCE

2008-Present University of Missouri Health Care, Columbia, Missouri

Registered Nurse, Medical/Neurological Intensive Care Unit
• Highly skilled career professional with more than 5 years practical experience in Medical Neurosurgical Intensive Care Unit

• Perform assessment independently in an ongoing and systematic manner, formulate a goal directed plan of care which is prioritized and based on determined nursing diagnosis and patient outcomes, provide and/or assist others in delivery of nursing care in a cost effective and timely manner, document effectiveness of nursing care and modify plan of care to progress patient towards expected outcomes, assume responsibility for the management of care for assigned patients, demonstrate competency in psychomotor skills specific to unit patient population

• Select and modify teaching protocols/instructions for patient/family, practice according to safety and infection control policies, perform in emergency situations following established protocols, demonstrate applied knowledge base to unit patient population, demonstrate accountability for own professional practice, participate actively in unit educational activities, adhere to legal and risk management policies.

• Participate in unit goals activities and demonstrate awareness of service goals, participate in unit quality assurance and peer review activities, maintain scheduling flexibility to meet unit patient care needs, participate in unit research/evaluation projects, participate in the organization and prioritization of patient and unit activities, make sound clinical decisions, demonstrate guest relations skills consistently

2004-2006 Boone Hospital Center, Columbia, Missouri

Patient Care Tech/Certified Nurses Aide, Skilled Nursing Facility
EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Nursing
Central Methodist University, Fayette, Missouri
2008

Bachelor of Science in Psychology
Minor in Child Development
Missouri State University, Springfield, Missouri
2006

PROFESSIONAL EXPERIENCE

Sep 2013-Present  Bladder Health Network, Jackson, Mississippi
Providing urodynamic specialty testing on patients in the clinic setting
• Provide comprehensive clinical support and coverage for bladder testing and pelvic floor therapy
• Work closely with patient’s and clinic’s schedule to perform monthly urodynamic testing

May 2009-Present  Grace Staffing, Hallsville, Missouri
Providing care to patients in the Intensive Care Unit and Step Down Floor
• Complete frequent assessments in an efficient approach
• Create a goal directed plan of care which is specific to patient’s needs
• Work in critical situations while implementing established protocols

May 2008-Present  University of Missouri Health Care, Columbia, Missouri
Providing care to patients in the Medical Neurological - Surgical Intensive Care Unit
• Complete frequent assessments in an efficient approach
• Create a goal directed plan of care which is specific to patient’s needs
• Work in critical situations while implementing established protocols

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Registered Nurse, Missouri State Board of Nursing
To April 2015

Advanced Cardiac Life Support, American Heart Association
To March 2015

Basic Life Support, American Heart Association
July 2013

Registered Nurse, Missouri State Board of Nursing
To April 2015

Advanced Cardiac Life Support, American Heart Association
To March 2015

Basic Life Support, American Heart Association
July 2013
LEADERSHIP ACTIVITIES & AWARDS

Primary Research Organizer
Simons Foundation Variation in Individuals Project Annual Family Meeting
2012-Present

EDUCATION

Master of Science, Health Informatics
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Biology
University of Missouri, Kansas City, Missouri
1992

PROFESSIONAL EXPERIENCE

2008-Present  Thompson Center for Autism and Neurodevelopmental Disorders, University of Missouri, Columbia, Missouri
Project Director/Research Core Administrator
• Direct autism research core to provide recruitment services and psychometric testing for researchers
• Contribute to fiscal planning for growth and development of research core
• Provide data management for large interdisciplinary center research database
• Train and oversee data entry staff, ensure data quality
• Perform database queries and statistical analyses
• Maintain database IRB compliance
• Contribute to writing research papers and grant proposal

1997-2008  University of Missouri School of Medicine, Columbia, Missouri
Senior Research Specialist, Department of Child Health
• Maintained research database
• Supervised data entry staff
• Performed database queries
• Maintained literature reference library
• Prepared autism family pedigrees in genetics software Cyrillic
• Completed annual IRB reports for ongoing research projects
# RAYMOND (CHRIS) WOLF wolfchris59@yahoo.com

## LEADERSHIP ACTIVITIES & AWARDS

Completed Genentech Emerging Managers Program for Leadership and Management Development (class of 25 out of 10,000 employees)  
2012  
- Genentech Innovation Award for creative planning and Teamwork Award 2012  
- Sanofi-Aventis President’s Club Award - #3 out of 125 sales representatives 2007  

**Member**  
Sigma Theta Tau, National Nursing Scholar Organization  
Captained Southern Illinois University Cross Country and Track teams  
- Awarded full athletic scholarship to Southern Illinois University  
- Received All American Academic award

## EDUCATION

- **Master of Health Administration**  
  University of Missouri, Columbia, Missouri  
  Expected May 2014  

- **Bachelor of Science in Nursing**  
  Southern Illinois University, Edwardsville, Illinois  
  1997

## PROFESSIONAL EXPERIENCE

**2013-Present  Mosaic Life Care, Kansas City, Missouri**  
**Lead Administrator**  
- Lead administrator of a multi-specialty clinic that includes Family practice, Urgent care, PT/OT, Radiology, Specialty, Ambulatory surgery and a Life Center  
- Responsible for the production of 45 caregivers and 9 providers  
- Responsible for the day to day activities of the clinic

**2008-Present  Genentech, South San Francisco, California**  
**Senior Clinical Coordinator II**  
- Promotion of Resources for Hepatitis C therapy focusing on clinical education  
- 2013: Field to Home Office Internship  
- 2012: Interim District Manager Role

**2003-2008  Sanofi-Aventis Pharmaceuticals, Bridgewater, New Jersey**  
**Speciality Sales Representative**  
- Promotion and distribution of Hyalgan, Lovenox and Eligard  
- Expert in Injection Devices and Buy and Bill market  
- 2007: 34% growth in Kansas Territory compared to 2006  
- 2004-2006: Management training, District Sales Trainer, and #2 in district sales.

**2002-2003  Kansas Heart Hospital, Wichita, Kansas**  
**Registered Nurse**  
- Assisted with post-operative recovery of CABG, pacemaker implantation and other cardiac surgeries.  
- Collaborated with physicians to assure quality care for surgical ICU patients.

**2001-2002  American Mobile Healthcare, San Diego, California**  
**Registered Nurse**  
- Served emergency departments in five metro area hospitals including Reno, NV, San Francisco, CA, San Diego, CA, Madison, WI and Wichita, KS as traveling nurse.  
- Level 1 trauma/acute care setting experience. Worked in conjunction with physicians from multiple specialties in a fast paced and demanding atmosphere.

**1997-2001  Saint Luke’s Hospital, Kansas City, Missouri**  
**Registered Nurse/Charge Nurse**  
- Implemented more efficient patient flow system during four years as charge nurse in level one trauma center emergency department and one year in pulmonary unit.  
- Maintained staff education regarding multiple disease states and managed hospital in-patient flow.  
- Headed peer review committee and conducted reviews of hospital professional staff; served on Quality review committees
LEADERSHIP ACTIVITIES & AWARDS

**Appointed**
- Health Information Management Advisory Committee, Illinois State University, 2006-Present
  - Supporting the Health Information Management program in developing a curriculum consistent with current facility practice and needs.

**Appointed**
- Medical Transcription Certificate Advisory Committee, Heartland Community College, 2008-2010

- Central Illinois Health Information Management Association Board
  - **Member**, 2007-2010
  - **Past President**, 2009-2010
  - **President**, 2008-2009
  - **President-Elect**, 2007-2008

- Illinois Health Information Management Association Board
  - **Board Member (Regional Director)**, 2008-2009

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

- Registered Health Information Administrator (RHIA), October 1999

- **Member**
  - American Health Information Management Association, 1998-Present

- **Member**
  - Central Illinois Health Information Management Association, 1999-2000 and 2006-Present

EDUCATION

**Master of Health Administration**
University of Missouri, Columbia, Missouri
Expected December 2013

**Master of Science, Health Informatics**
University of Missouri, Columbia, Missouri
Expected December 2013

**Bachelor of Science in Health Information Management**
Illinois State University, Normal, Illinois
1999

PROFESSIONAL EXPERIENCE

**May 2006-Present**
Advocate BroMenn Medical Center, Normal, Illinois

*BroMenn Hospital is a not-for-profit 220 bed community hospital and part of the Advocate Health Care System.*

**Manager, Medical Education and Manager, Emergency Department Physician Schedule and Site HIPAA Coordinator** (2013-Present)
- Responsible for the day to day operations of the Graduate Medical Education Department.
- 19 Residents in three AOA programs, Family Medicine, Neurosurgery, Neurology.
- 8 Medical Students and rotating Medical Students.
- Responsible for the scheduling, CME maintenance, payroll processing for Emergency Department Physicians and Advance Practice Nurses. Emergency Department patient volume is approximately 33,000 visits per year.
- Assist the site Compliance Officer with HIPAA and compliance reviews.

**Coordinator, Revenue Cycle Compliance and Audit** (2011-2013)
- Recovery Audit Contractor Review coordinator. Lead team in RAC processing activities.
- Workflow analysis and performance improvement activates for departments reporting to the Chief Financial Officer

**Manager, Health Information Management** (2007-2011)
- Managed the daily operations of the record processing, transcription and release of information.

**Interim Director** (2006-2007)
- Outpatient Manager, Health Information Management (2006)

**Jul 2012-May 2013**
Illinois State University, Normal, Illinois

*Adjunct Instructor, Health Information Management, Department of Health Sciences*
- Educated Health Information Management students in the areas of Health Care Law, Quality Improvement, Trends in Health Care and Medical Terminology.

**Nov 2004-Apr 2006**
The Ohio State University Medical Center, Columbus, Ohio

*Manager, Medical Information Management*
- Accountable for Enterprise Access Directory/Lifetime Clinical Record and Medical Document Processing.
  - Supervised seven full time employees and two students.
- Managed the Medical Document Processing/Medical Transcription area ensuring the quality, timeliness and accuracy of Medical Transcription. 500,000 reports were processed yearly.
SETH L. ALDEN  Slay7d@mail.missouri.edu

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
Health Management & Informatics Graduate Student Association (HMIGSA)
Fall 2012-Present

AmeriCorps
2009-Present

Multiple Sclerosis Service Steering Committee
Fall 2012-Spring 2013

Biochemistry Club
2008-2012

Adaptive Gymnastics Volunteer
Jul 2011–May 2012

Adopt-a-School Volunteer
Fall 2009–Spring 2012

Joplin Relief Volunteer
Summer 2011

Greek 1220 Mission Trip to Athens, Greece
Nov 2010

EDUCATION
Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Biochemistry
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE

Jun 2013-Aug 2013   Phelps County Regional Medical Center, Rolla, Missouri
Administrative Resident
• Diagnosed issues within the transitional care facility and developed solutions that improved efficiency and quality
• Developed workflow analysis for Medical Office Building and offered recommendations for improvement
• Drafted a business proposal for a merger with a local pharmaceutical company

May 2012-Present   Student Success Center, Columbia, Missouri
Student Ambassador
• Direct students and faculty to correct locations in the building and on campus
• Answer phone calls and direct them to the correct department

Aug 2009-Present   Jumpstart, Columbia, Missouri
Team Leader, Corps Member
• Established effective learning habits in young children from low-income families at a young age
• Organized children in small groups for working on phonemic awareness, oral language, and print knowledge
• Help prepare preschool children from low income families to succeed in kindergarten

LEADERSHIP ACTIVITIES & AWARDS

Alumni Advisor/House Director
Delta Tau Delta
Fall 2012-Present

Vice-President
Delta Tau Delta
• Oversaw and helped allocate a $600,000 budget
Spring 2011-Fall 2011

Secretary
Sigma Rho Sigma Service Fraternity
Fall 2010-Spring 2012

• Kershner Scholar (3 semesters)
• University of Missouri-Columbia Dean’s List 2008-2012
AHMED ALSHARIT  cbm545@hotmail.com

LEADERSHIP ACTIVITIES & AWARDS

President
Saudi Students Association, University of Missouri
2013

Vice President and Events Coordinator
Saudi Students Association, University of Missouri
Fall 2012

President and Founder
Saudi Students Club
Utah State University
2008

EDUCATION

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Management Information Systems
Utah State University, Logan, Utah
2011

PROFESSIONAL EXPERIENCE

Aug 2013-Present  Boone Hospital, BJC Health Care, Columbia, Missouri
Business Analyst
• Deploy Windows 7 at Boone Hospital

May 2013-Aug 2013  University of Missouri Health Care, Columbia, Missouri
Data Analyst
• Capture stroke patients’ data for management and quality assurance

Mar 2012-Aug 2012  Medgulf, Khobar, Saudi Arabia
Claims Support Officer, Claims Department
• Provided a high level of customer service to both internal and external stakeholders, ensure mail allocation and payment of accounts, provide quality support to claims operations

May 2011-Dec 2011  Intermountain Health Care, Salt Lake City and Logan, Utah
Project Manager, Respiratory Therapy
• Took projects and improved them, tested software for bugs, edited policies and procedures for department, quality assurance, reorganized protocols for respiratory care, edited the department’s charge master

Technician
• Installed home security systems in 200+ houses

2001-2006  Alsharit Clothing Factory, Alhasa, Saudi Arabia
• Sold clothing, managed the company’s merchandise and managed customer relations

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
Association for Operations Management, Utah State University

Member
Association for Information Systems, Utah State University

LEADERSHIP ACTIVITIES & AWARDS

President
Saudi Students Association, University of Missouri
2013

Vice President and Events Coordinator
Saudi Students Association, University of Missouri
Fall 2012

President and Founder
Saudi Students Club
Utah State University
2008

EDUCATION

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Management Information Systems
Utah State University, Logan, Utah
2011

PROFESSIONAL EXPERIENCE

Aug 2013-Present  Boone Hospital, BJC Health Care, Columbia, Missouri
Business Analyst
• Deploy Windows 7 at Boone Hospital

May 2013-Aug 2013  University of Missouri Health Care, Columbia, Missouri
Data Analyst
• Capture stroke patients’ data for management and quality assurance

Mar 2012-Aug 2012  Medgulf, Khobar, Saudi Arabia
Claims Support Officer, Claims Department
• Provided a high level of customer service to both internal and external stakeholders, ensure mail allocation and payment of accounts, provide quality support to claims operations

May 2011-Dec 2011  Intermountain Health Care, Salt Lake City and Logan, Utah
Project Manager, Respiratory Therapy
• Took projects and improved them, tested software for bugs, edited policies and procedures for department, quality assurance, reorganized protocols for respiratory care, edited the department’s charge master

Technician
• Installed home security systems in 200+ houses

2001-2006  Alsharit Clothing Factory, Alhasa, Saudi Arabia
• Sold clothing, managed the company’s merchandise and managed customer relations
LEADERSHIP
ACTIVITIES &
AWARDS

Officer
Health Management &
Informatics Graduate Student
Association (HMIGSA)
May 2013-Present

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Psychology
Minor in Fine Arts
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE

Aug 2012-Present University of Missouri, Columbia, Missouri
Graduate Teaching Assistant
• Teaching assistant in four different undergraduate courses. Duties include teaching, course scheduling, grading, and individual student tutoring.

May 2013-Aug 2013 Centene Corporation, St. Louis, Missouri
Administrative Intern - Project Manager
• Designed and developed timeline of implementation breast cancer screening interventions (e.g., mammogram van program, automated call reminders, health information e-mails). Analyzed health and demographic database to improve HEDIS rates of access to preventive care.
• Analyzed declining consumer satisfaction rates (CAHPS) of two state health plans and identified areas for potential improvement; developed potential solutions to improve patient ratings including cultural training and survey redesign.
• Developed, administered, and analyzed employee satisfaction survey for the Quality Improvement Department.
• Designed overview of electronic medical record for state health plan use discussing alternative types of EHR software formats including Health Level 7, and how to request Centene’s assistance in reviewing options for HEDIS applications.

May 2012-Aug 2012 Alvarez and Marsal Business Consulting
Intern Consultant
• Investigated telecommunications budgeting problems and identified cost-effective ways to consolidate telecommunication contracts and services.
• Developed and maintained Excel-based scorecard tracking of telecommunications services and costs.
• Assisted in development of consolidated telecommunications network infrastructure solution.
• Demonstrated network infrastructure solutions to clients.

Aug 2010-Dec 2011 Boone County Family Resources Agency
Personal Assistant
• Directed and tracked multiple clients’ health progression toward physical and mental health goals.
• Responded to emergency situations including infection outbreaks and medication overdose.

May 2009-Feb 2010 Integra Hospital, Plano, Texas
Rehabilitation Technician
• Direct care provider of patients with traumatic brain injury. Duties included assistance with ADLs, daily scheduling and functioning.
KEVIN T. BOGERT
Kevin.Bogert@gmail.com

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Business Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Arts in Biology
University of Richmond, Richmond, Virginia
2011

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013 Cooper University Health Care, Camden, New Jersey
Medical Informatics Administrative Intern
• Collaborated with residents and physicians to begin the transition from a service specific resident patient handoff process to the standardized I-PASS patient handoff process
• Researched and recommended outpatient PQRS measures to report to CMS in order to earn quality incentives and avoid future reimbursement penalties
• Shadowed and interviewed the Clinical Operation Directors in order to create process flow maps of their bed management processes. Recommended performance improvements to both their paper and EMR based processes in order to reduce redundancy and improve utilization of their EMR

Aug 2012-May 2013 Thompson Center for Autism & Neurodevelopmental Disorders, Columbia, Missouri
Training in Interdisciplinary Partnerships and Services (TIPS) for Kids LEND Trainee
• Completed 300 hours of training through the Leadership Education in Neurodevelopment and Related Disabilities Program (LEND) to prepare for clinical operations
• Worked in interdisciplinary, student led teams to provide comprehensive, patient-centered care to children with neurological development disabilities

May 2012-Aug 2012 Northeast Medical Group, Yale New Haven Health System, Bridgeport, Connecticut
Administrative Intern
• Researched, recommended, and developed the transition from the Press Ganey Patient Satisfaction survey to the Clinic and Group CAHPS Patient Satisfaction survey in order to comply with projected CMS legislation correlating patient satisfaction results to Medicare reimbursement dollars
• Analyzed and evaluated the Yale New Haven Hospital’s Dental Department with the goal of opening a faculty run practice to serve the 8,500+ employees of Yale New Haven Hospital using Northeast Medical Group’s private practice model

LEADERSHIP ACTIVITIES & AWARDS

President
Health Management and Informatics Graduate Student Association
2012-2013

Omicron Delta Kappa National Leadership Honors Society
2011-Present

President
Beta Beta Beta National Biological Honors Society
2010-Present

Eagle Scout, Troop 22
2006-Present

• Stucke Family Scholarship Recipient- academic success in MBA course work 2013
• Stuart A. Wesbury Award- completed MHA coursework with highest GPA in class 2013

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Associate
American College of Healthcare Executives (ACHE)
2011-Present

Student Member
Healthcare Financial Management Association (HFMA)
2011-Present

Quality Improvement Volunteer
MedZou Community Health Clinic
2011-2012

Program Assistant
Congress on Healthcare Leadership
Spring 2012

Emergency Room Volunteer,
Virtual Hospital, Mt. Holly, New Jersey
Summer 2011
AMANDA B. BOONE Abtf7@mail.missouri.edu

EDUCATION
Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Biology
Minor in Italian, Multicultural Certificate, & General Honors Certificate
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE
Aug 2013-Present  University of Missouri School of Medicine
Graduate Research Assistant, Business, Finance & Human Resources
• Assist in writing, implementing and training for new policies on Performance Appraisals ensuring all Administrative Service & Support staff receive timely reviews
• Design tracking and input systems for deficiencies that are identified during the Performance Appraisal period

May 2013-Aug 2013  Women’s & Children’s Hospital, University of Missouri Health Care, Columbia, Missouri
Human Resources Intern, Center of Education & Development
• Generated evaluation methods to measure the return on investment for courses offered by Center of Education & Development and surveyed end users
• Researched, reviewed and advised on training offerings, bias reporting processes and modules for leadership development courses
• Supported University Diversity initiatives by developing reporting mechanisms and processes for Office of Bias Reporting and coordinated employee training sessions for Human Resources personnel
• Analyzed the Disruptive Physician Reporting process including deficiencies and recommendations for marketing

Jun 2011-Jan 2012  Synergetics, O’Fallon, Missouri
Accounting Intern
• Processed invoices for Accounts Payable Department into XA and Intellichief, managed international expense reports, updated tax information of suppliers and programmed net 30/45 projects
• Collaborated with the Chief Financial Officer on several projects including gathering and assessing data for inclusion in various analyses for implementing lean processes

Jun 2009-Aug 2011  Human Resources Intern
• Designed a comprehensive pre-hiring exam for Human Resources, which allowed the Company to better assess candidate’s ability to be successful in the manufacturing environment
• Entered and evaluated production hours for Standard Costing Purposes

LEADERSHIP
ACTIVITIES & AWARDS
Officer and Member
Health Management & Informatics Graduate Student Association (HMIGSA)
2012-Present

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES
Organized Synergetics team for Dragon boat races to promote healthy activities within St. Louis community (sponsored by Signature Health Foundation)
2010 and 2011

Participated in 5-Ks and 10-Ks to support organizations in St. Louis, including ALS, March of Dimes, and Humane Society
WEIWEN W. BOZEK  ww9n9@mail.missouri.edu

LEADERSHIP ACTIVITIES & AWARDS

• Robert J. Trulaske Jr. College of Business Dean’s List Spring 2008 - Fall 2009

• Mizzou Volleyball Scholar-Athlete of the Year 2008 and 2009

• Academic All Big 12, 2008, 2009, and 2010

• Lathrop & Gage Student-Athlete of the Week, Oct 2008 and Nov 2010

• Big 12 Commissioner’s Honor Roll, 2008, 2009, 2010 and Spring 2011

• Big 12 All-Freshman Team 2007

• Big 12 Offensive Player of the Week Oct 2007

• Texas State CenturyTel Premier All Tournament Team 2007

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Accountancy
Bachelor of Science in Accountancy
Integrated 150 hour program
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE

Jun 2011-Present  University of Missouri Women’s Volleyball, Columbia, Missouri
Operations Coordinator
• Made team travel and coach recruiting travel arrangements regarding lodging, meals, transportation, and practice requests.
• Prepared budget statements for team travel and other team events.
• Oversaw monthly financial checklist and credit card statements.
• Prepared paperwork for recruiting and recruiting travel reimbursement for coaches.
• Coordinated overnight volleyball camp, youth camp, and youth league.
• Coordinated home games, senior night, and alumni reunion with game operations staff.

May 2010-May 2011  University Place Apartments, Columbia, Missouri
Desk Attendant
• Answered questions for future tenants regarding apartment information.
• Reported maintenance problems that current tenants had.
• Organized daily mail and equipment in the office.
• Conducted nightly rounds through the entire building checking for maintenance issues.
CHRISTOPHER A. BUSICK  cabmt9@mail.missouri.edu

LEADERSHIP

ACTIVITIES & AWARDS

Crosby MBA Ambassador Team
University of Missouri
Jan 2012-Present

Head Coach
Daniel Boone Little League
2nd and 3rd Place State Finishers
Mar 2010-Present

Director of Scholarship and Philanthropy
FarmHouse Fraternity
2008-2011

• Cerner Rising Star - Top Summer Intern 2012

• Bright Flight Scholarship Award Winner

• Awarded Graduate Research Assistant and Graduate Teaching Assistant positions

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Member
Health Financial Management Association (HFMA)

Student Member
MBA Association

Member
Health Management and Informatics Graduate Student Association (HMIGSA)

Joplin, MO Tornado Relief Mission

Won By One Mission Trip to Jamaica

Volunteer
Coyote Hill Children’s Home

Volunteer
Central Missouri Food Bank

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Business Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Biology (honors)
University of Missouri, Columbia, Missouri
2011

PROFESSIONAL EXPERIENCE

May 2013-Present  Center for Health Care Quality, University of Missouri Health Care, Columbia, Missouri
Analyst Intern

• Data analytics using primarily Excel, Access, and PowerInsight.
• Patient profile study to identify the high resource consumers population in regards to readmissions
• No-show rate improvement project for specialty pediatric clinics (later presented at Grand Rounds)
• Other projects related to ED throughput, nursing operations, and social work protocol
• Created training tutorials for Excel and Access that are currently being used system-wide

Aug 2012-May 2013  Thompson Center for Autism & Neurodevelopmental Disorders Columbia, Missouri
Training in Interdisciplinary Partnerships and Services (TIPS) for Kids LEAD Trainee

• Leadership Education in Neurodevelopmental and Related Disorders (LEND) completion
• Over 300 hours of core course work centered around the management and treatment of autism
• Case Management and care coordination responsibilities
• Scheduling and staffing duties

May 2012-Aug 2012  Cerner Corporation, Kansas City, Missouri
Velocity Delivery Consultant Intern

• Technical and functional knowledge of various Cerner solutions
• Magnet-designation Business Plan Development Project
• Client-facing at ACE (Conversion) Experience in Santa Fe, NM
• Recipient of The Cerner Rising Star, awarded to the top 2 summer interns (198 total interns)

Apr 2008-Aug 2010  University of Missouri, Columbia, Missouri
Honors Research Assistant

• Performed genetic research under Dr. James Birchler (National Academy of Sciences Member)
• Utilized FISH to identify recombinant DNA patterns in maize
• Analyzed spontaneous DNA rearrangement from generation to generation
LEADERSHIP
ACTIVITIES &
AWARDS

Member
Health Management &
Informatics Graduate Student
Association (HMIGSA)
2012-Present

CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES

Central Missouri Food Bank
Jun 2004-Present

Central Missouri Humane
Society
Jun 2004-Oct 2010

Church Work Camp
Jun 2005-Jul 2005

Central Missouri Soup
Kitchen
Jun 2004-Aug 2004

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Biology
Minor in Spanish
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013 Fitzgibbon Hospital, Marshall, Missouri
Administrative Intern
Worked in many areas of hospital, worked closely with the clinic
manager and reported weekly to the Vice President of the hospital,
Improved on time management, managing people, as well as seeing
the big picture of how a hospital system runs and fits together.
• Helped manage the clinics of the hospital
• Worked closely with the Patient Centered Medical Home Model
  team to help get its accreditation
• Completed a lab analysis to see the cost of completing labs in the
  hospital instead of outsourcing
• Assisted the Employee and Patient Satisfaction Committees with
  projects to help improve the quality of the hospital
• Wrote a GAP analysis for the Grant Department to help secure
  much needed funds for the hospital

Aug 2012-Present University of Missouri, Columbia, Missouri
Graduate Teaching Assistant, Biology Department
The Teaching Assistant (TA) works as a laboratory instructor for
scheduled undergraduate courses. A full TA-ship requires that the
TA teach two laboratory sections (~3 hours each). The TA prepares
laboratory assignments, prepares and breaks-down the laboratory
sessions, grades assignments, etc. Others responsibilities include:
• Holding office hours and open lab sessions
• Working with the course instructor to ensure the students meet the
  learning objectives
• Leading short lectures, creating quizzes, and running the day-to-
  day lab operations

Dec 2007-Present Dungarees, Columbia, Missouri
Inventory Manager
The Inventory manager must be able to demonstrate key qualities
essential for success in this role. Strong organization, flexibility,
time management, accountability, communication and attention to
detail are required daily. Longevity in this retail management role
is earned by those who exemplify top-notch customer service
skills and expects the same from fellow co-workers/subordinates.
In addition the Inventory Manager oversees the following activities:
• Managing an average of $200,000 monthly inventory
• Leading compliance/audit efforts for products entered into the
  inventory system
• Communicating with the owner and general manager to organize
  tasks and schedules for staff members
• Supervising the daily incoming and outgoing inventory
• Reconciling inventory discrepancies
EDUCATION
Master of Health Administration
University of Missouri, Columbia, Missouri
Expected Dec 2014

Master of Business Administration
University of Missouri, Columbia, Missouri
Expected Dec 2014

Bachelor of Science in Communication
Minor in Business Administration
Brigham Young University, Rexburg, Idaho
2012

PROFESSIONAL EXPERIENCE
Aug 2012-Present  Center for Health Care Quality, University of Missouri, Columbia, Missouri
Research Assistant
• Record and analyze data by creating/designing databases using Microsoft Excel and Access
• Designed and created websites using Microsoft SharePoint
• Collaborate with Performance Improvement Leadership Development Program in set-up, execution, and clean-up to eliminate inefficiencies in various departments
• Student lead of Sharing Days Activity where coordinated collection, printing, and display of 90 posters from many departments of hospital system
• Worked with and built relationships with Surgical Supplies and other departments in hospital to open communication between departments and improve efficiency
• Assisted in design, collection, and recording of process improvement of surgical case carts

May 2013-Jul 2013  Boone Hospital Center, Columbia, Missouri
Business Development / Customer Relations Intern
• Led Interpreter Initiative project for hospital and presented Interpreter changes to VP’s, Directors, and other staff. Reduced some contracts by 50% and saved hospital money by eliminating inefficiencies
• Researched hospitals care region and created multiple Excel databases/reports for leadership such as referring physicians/facilities, language needs assessment, and HCAHPS Scorecard
• Assisted on LEAN projects in Pulmonology Clinic to decrease wait times and increase patient flow
• Assisted in increasing physician referrals through improving education to outlying areas
• Worked with many departments and gained well-rounded knowledge of whole healthcare system

Apr 2011-Apr 2012  Madison School District, Rexburg, Idaho
Human Resources Assistant
• Handled 40 new applicants paperwork each school year
• Coordinated list of approved substitute teachers
• Participated in interview process by asking candidate questions and discussing final decision

LEADERSHIP ACTIVITIES & AWARDS
Member
MBA Crosby Ambassador Team
• Newel K. Whitney Award Recipient

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES
Member
American College of Healthcare Executives (ACHE)

Volunteer
Infection Control Department
Madison Memorial Hospital

LDS Missionary

Eagle Scout
EDUCATION
Master of Health Administration
Graduate Certificate in Public Health
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Health Science
Major in Health Sciences; Minor in Psychology
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE
Aug 2013-Present  American Health Information Management Association (AHIMA)
Professional Governance Intern (Online Internship)
• Perform an environmental scan for the future of health information management
• Create a learning tool to demonstrate how to perform an environmental scan

Mar 2013-Aug 2013  ENT Specialties, P.C., Lincoln, Nebraska
Administrative Intern
• Input data into Microsoft Excel documents for future transfer into the newly implemented Electronic Health Records
• Collaborated with a CDC representative in a national survey that required the gathering, inputting and analysis of patient data
• Interviewed and worked with multiple departments to resolve operational setbacks
• Created an onboarding plan for Physician Assistants
• Researched “Bring Your Own Device”, created and distributed a survey to determine if BYOD would be beneficial for the practice

Dec 2011-Jan 2012  ProWorld Ghana, Cape Coast, Ghana
Study Abroad Participant
• Assisted PEYORG, a local NGO, in delivering and leading health discussions about Malaria and HIV/AIDS prevention, sanitation, environmental cleanliness and maternal antenatal care
• Tested villagers for HIV/AIDS and provided counseling with the help of a translator

Oct 2009-May 2012  Wellness Resource Center, University of Missouri, Columbia, Missouri
Peer Advocate
• Created presentations and facilitated discussions based on audience requests
• Presented on Stress and Time Management, Nutrition and Healthy Eating, Exercise, and Alcohol Responsibility
• Improved on effective communication strategies for delivering health messages
LEADERSHIP ACTIVITIES & AWARDS

Student Ambassador
Health Management and Informatics Graduate Student Association
Apr 2012-Present

University of Missouri International Center
Jul 2010-Dec 2010

Mentor
Big Brothers/Big Sisters, Columbia, Missouri
Aug 2008-Dec 2008

• Curators Scholar 2007-2012

• Emma Jean Ballew Award 2007-2012

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Member
American College of Healthcare Executives (ACHE)
2012-Present

Mizzou Alumni Association
May 2011-Present

Volunteer
Ronald McDonald House Charities of Mid-Missouri
May 2010-May 2013

Member
Biochemistry Club

EDUCATION

Master of Health Administration
Graduate Certificate in Public Health
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Biochemistry
University of Missouri, Columbia, Missouri
Magna Cum Laude
2011

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013 Texas Children’s Hospital, Houston, Texas
Administrative Intern
• Performed analysis of health care markets in Texas and developed a detailed implementation plan and time line for the creation of a Statewide Heart Network
• Developed an implementation plan for Congenital Heart Surgery, Cardiology, Cardiovascular Anesthesia and Critical Care to build a heart program at the Children’s Hospital of San Antonio
• Collaborated with Heart Center leadership to determine the direct costs and opportunity cost of sending Texas Children’s Hospital staff to the Children’s Hospital of San Antonio
• Created Congenital Heart Surgery clinic templates to be utilized in the scheduling process for the most efficient delegation and optimization of resources

Feb 2010-Present University of Missouri Health Care, Columbia, Missouri
Patient Services Representative
• Developed a job description and training manual utilized to hire and train new Patient Services Representatives in the Department of Radiology
• Merged archived Radiology films and paper records into Cerner/PACS in the health system wide transition to Electronic Medical Records
• Coordinated Interventional Radiology appointments with Radiology, Anesthesia and the patient floor for patient exams, recovery and follow-up
• Analyzed diagnostic exam scheduling patterns in order to improve process efficiency and decrease wait times in the Department of Radiology

Aug 2013-Present Department of Health Management and Informatics
Center for Health Care Quality
Graduate Research Assistant
• Performed extensive literature review on Patient Simulation studies to include in systematic review written by a collaboration of University of Missouri investigators
• Built spreadsheets, developed tables and synthesized information for various projects as assigned by the Director of Graduate studies in the Department of Health Management and Informatics
CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Emergency Dept. Volunteer  
Northwestern Memorial Hospital, Chicago, Illinois  
- Ensured proper documentation in patient rooms in order to facilitate an expedited process, contributing to both the experience of patient(s) and health care professionals.  
- Provided emotional support to ED patients by rounding and assisting with various needs.  
May-Aug 2010

Accounting Department Volunteer  
Edward Hospital and Health Services, Naperville, Illinois  
- Ensured proper documentation for payments to non-patients Accounts Payable  
May-Aug 2010

EDUCATION

Master of Health Administration  
Graduate Certificate in Health Informatics  
University of Missouri, Columbia, Missouri  
Expected May 2014

Bachelor of Science in Business Administration  
Minor in Economics  
University of Illinois, Chicago, Illinois  
2012

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013 Cleveland Clinic, Cleveland, Ohio  
Administrative Resident  
- Collaborated with Digestive Disease Institute management in order to produce a qualitative and quantitative analysis of a patient rounding pilot, identifying strengths and opportunities with an aim of the perfect patient experience.  
- Conducted patient rounds on inpatient Gastroenterology, Hepatology & Transplant floors, in order to develop a better understanding of patients’ needs and expectations.  
- Analyzed year over year physician RVU’s in the Department of Colon & Rectal Surgery, realizing variation and measuring productivity between targeted and actual RVU’s.  
- Developed a broadened scope of understanding of health care by constituency by spending time on an inpatient Nursing Unit, the Operating Room and Enterprise Business Intelligence.  
- Delivered presentations to Digestive Disease Institute leadership on patient experience and employee engagement and completed formal courses in Communication and Listening Skills & Successful Public Speaking.  
- Expanded core competencies through close mentorship with Administrative leader focused on building emotional intelligence.

Research Assistant  
- Aided in coordination of clinical and administrative office relocation of three floors to the new hospital building.  
- Quality assurance for paper document transition to EPIC in Urology and Hematology/Oncology departments.  
- Interviewed over 10 administrative and clinical leaders to better understand the health care delivery system and organizational culture.
LEADERSHIP
ACTIVITIES & AWARDS

Student Representative
HMI Education and Student Services Quality Improvement Committee
Feb 2013–Present

Tutor
Mizzou Athletic Training Complex’s Total Person Program
Oct 2012–May 2013

• HMI Out-of-State Fee Waiver and Alumni Scholarship
Aug 2012–May 2013

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Associate
American College of Healthcare Executives (ACHE)
Aug 2013 – Present

Student Member
Healthcare Financial Management Association (HFMA)
Jan 2013 – Present

Volunteer Tracer
The Joint Commission
Feb 2013 – Apr 2013

Urgent Care Volunteer
First and Bristol Medical Group, Santa Ana, California
May 2010 – Aug 2010

Health Education Student Volunteer
International Service Learning, Costa Rica
Dec 2009

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Health Science
Benedictine University, Lisle, Illinois
2011

PROFESSIONAL EXPERIENCE

Aug 2013–Present University of Missouri Psychiatric Center, University of Missouri Health Care, Columbia, Missouri
Graduate Research Assistant
• Collaborate with nurse administrators and clinicians to improve the existing program for managing aggressive psychiatric patients
• Recruit new trainers for MUPC’s Aggression Management program and guide them on how to conduct training exercises for newly hired MUPC clinical staff
• Present research and analysis to MUPC executive team as a part of MU Health System’s performance improvement initiatives

Nov 2012–Present MedZou Community Health Clinic, Columbia, Missouri
Clinic Manager
• Lead and direct volunteers, student clinicians, and attending physicians in patient flow process
• Maintain and manage clinical inventory, patient medical records, and laboratory results for 700+ patients on SharePoint

Strategic Planning and Business Development Analyst
• Conducted competitive market research processes including prospective partners, demographics, market share trends, and forecasts for the following care areas: pediatrics, critical care, oncology, and cardiology
• Assisted in developing short and long-term tactical plans for the Critical Care Strategic Outreach Team such as tele-ICU capabilities, intensivist coverage, referral patterns, and stroke transfer agreements
• Supported the development of a new surgical program in pediatrics through research and analysis using internal and external data sources such as patient encounter data, physician interviews, and governmental agencies
• Developed business case presentation to be presented to senior leadership supporting the implementation of a multi-million dollar surgical program
• Collaborated with Patient Experience Team to investigate system-wide patient satisfaction results and streamline patient experience processes to boost quality and safety metrics

Emergency and Clinical Services Administrative Assistant
• Researched, analyzed, and recommended best practices for the structure, funding, and sustainment of the Chicago Health System Coalition for Preparedness and Response leading to a savings of $62,250
EDUCATION
Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Technology, Biotechnology
Sathyabama University, India
2012

PROFESSIONAL EXPERIENCE
Oct 2012-Present  University of Missouri, Columbia, Missouri
Career Specialist, University of Missouri Career Center
• Aided and assisted students and community members of Columbia, Missouri to develop and enhance their professional documents (resumes, cover letters and thank you letters)
• Conducted various Career Assessments and counseled students who are in the process of deciding their career paths (Majors, occupations, strengths)

May 2013-Aug 2013  Bethesda Health Group, St. Louis, Missouri
HR Assistant
• Revamped the existing new hire orientation program to make it more interactive, fun and engaging, resulting in a significant increase in satisfaction scores
• Initiated, designed and created an employee promotional video featuring testimonials from seven selected employees to be broadcast at the new hire orientation day one
• Observed and documented the current state of the hiring processes that existed at each of the nine different facilities at Bethesda and proposed recommendations to standardize the process across the board by identifying the best practices and implementing the lean process

Nov 2011-Apr 2012  Sankara Nethralaya, India
Research Assistant
• Screened M390R and p.C91fsX mutation in population suffering from Bardet-Biedl Syndrome
• Analyzed the DNA sequences to detect mutation
• Shadowed 20 disease management and genetic counseling sessions

Jan 2011-2012  Olive Green Health Care Center, India
Administrative Assistant
• Worked with a team office members to come up with a patient survey form to gauge patient satisfaction
• Led a five-member team and constructed a program for doctors which would help them provide information to the patients in an easy and understandable manner
KATHERINE A. GIBBS  kategibbs85@gmail.com

LEADERSHIP ACTIVITIES & AWARDS

Executive Committee Member
Griffith’s Leadership Society for Women 2010-Present

Cochair and Member
Children’s Medical Center at Legacy Fun Committee 2010-2011 and 2008-2012

Member
Health Management and Informatics Graduate Student Association (HMIGSA) 2012-Present

• S.T.A.R. Award Level II Recipient, Children’s Medical Center 2008-2012
  - Nominated by hospital staff, patients, and families based on Service, Teamwork, Accountability, and Respect shown in everyday interactions and patient care.

• Mizzou 39 Award 2007
  - Chosen by the University of Missouri Alumni Association as one of 39 outstanding seniors based on academic achievements, leadership, and community and University service

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Human Development and Family Studies
Child Life Emphasis, Minor in Psychology
University of Missouri, Columbia, Missouri
2008

PROFESSIONAL EXPERIENCE

Nov 2012-Present  MedZou Community Health Clinic, Columbia, Missouri
Clinic Manager
• Manage clinic flow, operations, and inventory and track patient referrals, prescriptions, and labs
• Collaborate with physicians, pharmacists, and students in health-related fields to provide primary health care services to uninsured persons in central Missouri

Aug 2008-May 2012  Children’s Medical Center, Plano, Texas
Certified Child Life Specialist
• Provided educational, developmental, and emotional support to patients and families in all clinical areas including: day surgery, inpatient, ICU, radiology, clinics, and emergency department
• Provided developmentally appropriate surgical preparation, procedural preparation, procedural support, medical play, and diagnosis teaching for patients, siblings, and family members
• Facilitated and coordinated special events and donations from community members and corporate sponsors to meet the needs of the patients, families, clinics, and hospital

Jan 2008-Apr 2008  Cincinnati Children’s Hospital Medical Center, Cincinnati, Ohio
Child Life Intern, GI and Colorectal Center, Hematology/Oncology Clinic, Emergency Department
• Assisted in the planning and creation of developmentally appropriate activities
• Assisted with supervision of the activity center
• Provided developmentally appropriate interventions including procedural preparation, procedural support, medical play, diagnosis teaching, and hospital documentation
• Created casting and orthopedic procedures preparation book as a special project

Aug 2007-Dec 2007  Women’s and Children’s Hospital, University of Missouri Health Care, Columbia, Missouri
Child Life Practicum Student, Pediatric and Adolescent Specialty Clinic, Pediatric Inpatient Unit
• Planned and implemented developmentally appropriate general health activities to promote and educate patients and families on health awareness
• Planned and implemented one-on-one, therapeutic activities to meet the psychosocial needs of individual patients
LEADERSHIP
ACTIVITIES &
AWARDS
• Graduate Research Assistant 2012-2014
• Tuition waiver scholarship
College of Applied Science and Arts 2009-2010
• Dean’s list: 2009-2011
• Certificate of Honors
Golden Key International Honor Society

CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES

Publications


EDUCATION
Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Business Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Health Care Management
Southern Illinois University
2011

PROFESSIONAL EXPERIENCE
Aug 2012-May 2013 University of Missouri, Columbia, Missouri
Project Manager, Executive Management Study
• Retrieved and analyzed historical physician appointment slots from Cognos and IDX system in an effort to improve patient access by optimizing physician appointment times.
• Consulted with clinic’s physicians and nurses to understand the process flow, explore gaps and improve quality
• Worked with clinical nurse manager to develop a new master physician schedule to be considered by senior management.
• Managed SharePoint Server as a tool to collect and store important project information, assigned action items as necessary, schedule meetings and post meeting minutes.
• Perform statistical analysis of data to meet the project guidelines and scope of the project.

May 2012-Aug 2012 Express Scripts, St. Louis, Missouri
Project Management Intern
• Worked cross-functionally to design and develop central repository to reduce network reporting inconsistencies across retail management and value enhanced client pipeline network, utilizing MS Access Database technology.
• Led execution of marketing initiatives by improving client and member facing document used for building product awareness and educating clients.
• Assisted in formulating new product selection based on customer needs, channel consideration and economic constraints.
EDUCATION
Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

ACCA Professional Accounting Qualification
Association of Chartered Certified Accountants
United Kingdom (Self-Study)
13 of 14 papers completed

Bachelor of Science in Computer Information Systems
Lincoln University, Jefferson City, Missouri
Magna Cum Laude
2011

PROFESSIONAL EXPERIENCE
Aug 2013-Present Missouri Cancer Registry and Research Center,
Department of Health Management and Informatics,
University of Missouri, Columbia, Missouri
Graduate Research Assistant
• Assist in grant preparation
• Assist with various projects

Aug 2008-May 2011 Lincoln University, Jefferson City, Missouri
Assistant to Computer Lab Manager
• Ensured availability and functionality of computers for classes and other purposes
• Prepared labs during breaks for upcoming semesters
• Set-up new computers
• Repaired computers

Personal Banking Representative
• Interviewed customers for products and services
• Advised customers on the suitability of products and services for their needs
• Referred prospective customers for products and services
• Resolved customer queries

LEADERSHIP ACTIVITIES & AWARDS

Participant
Leadership Academy
(Sue Shear Institute)
May 2011

Member
Women’s Leadership Academy, Lincoln University
2010-2011
• Named to Dean’s List, Lincoln University 2008 and 2009
• Lincoln University Foundation Scholarship Recipient 2009-2010 and 2010-2011
• Lincoln University Certificate for Academic Achievement – Junior Award Recipient 2010
• Lincoln University Certificate for Academic Achievement – Freshman Award 2009

**Earned 26 credits by passing 8 subjects through the College Level Examination Program (CLEP)**

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Volunteer
Salvation Army, Jefferson City
• Prepare and serve meal once per month

Volunteer
Heisinger Retirement Home
• Visit residents on a weekly basis

Volunteer
Salvation Army, Jefferson City
• Prepare and serve meal once per month
LEADERSHIP ACTIVITIES & AWARDS

Graduate Professional Council Representative for Health Management & Informatics Department

Graduate Professional Council Finance Committee

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member American College of Healthcare Executives (ACHE)

Member Healthcare Financial Management Association (HFMA)

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Science, Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Business Administration
University of Wisconsin - Stevens Point, Stevens Point, Wisconsin
2011

PROFESSIONAL EXPERIENCE

Jun 2013-Present Rusk Rehabilitation Center, Columbia, Missouri
Administrative Intern
- Gathered patient information to be used in Joint Commission Primary Stroke Center Certification
- Audited medical records to confirm accuracy, improve care, and ensure patient safety
- Conducted Rig audits to ensure medical records were in compliance with Medicare guidelines
- Upgraded network connections from T1 to T3, resulting in speeds 10 times greater than initial limits

Jan 2012-May 2013 University of Missouri Health Care, Columbia, Missouri
Process Improvement Team Member
- Workflow analysis with software upgrades and training processes to determine deficiencies and strengths
- Multiple weekly meetings with director of quality, physicians, and Cerner to work towards solutions
- Delivered an updated protocol for seamless and timely distribution of updates and training resources

May 2012-Aug 2012 Cerner Corporation, Kansas City, Missouri
Velocity Delivery Consultant Intern
- Developed interactive training tools for new hires to reduce time and promote knowledge retention
- Developed a web page for “CommunityWorks” division to allow employees access to information resources
- Supported electronic medical record implementation at St. Vincent Hospital, Santa Fe, New Mexico. Trained nurses, doctors, and surgeons on proper use of electronic medical record software.
- Volunteered for Reach out and Read, Kansas City weekly reading to children in pediatric clinics

May 2000-May 2012 Anatevka Dairy, Oostburg, Wisconsin
Operations Manager
- Responsible for daily operations on a 2,000 animal herd commercial dairy
- Managed processes to ensure protocols were followed to ensure compliance with state regulations
- Audited invoices, weight slips, and inventory levels to ensure accuracy and integrity of records
AUDEY JENSEN  aj4k6@mail.missouri.edu

LEADERSHIP ACTIVITIES & AWARDS

Committee Member
HMI Education and Student Services Quality Improvement Committee
Mar 2013-Present

Fundraising Chair
Health Management and Informatics Graduate Student Association (HMGSA)
Sep 2012-Present

Administrative Vice President
Gamma Phi Beta Sorority
2009-2012

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Fundraising Committee Member
MedZou Community Health Clinic
Jan 2013-Present

Student Associate
American College of Healthcare Executives (ACHE)
Nov 2012-Present

Volunteer
Stephen Center, Omaha, Nebraska
Jan 2012-May 2012

Volunteer
Encuentro Dominicano, Dominican Republic
Aug 2010-Dec 2010

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Health Administration and Policy; Minors in Business and Spanish
Creighton University, Omaha, Nebraska
2012

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013  Nebraska Orthopaedic Hospital, Omaha, Nebraska
Administrative Intern
• Reviewed clinical contracts and proposed performance expectations
• Created interview questions and scheduling assignments for Pre-Admission department reorganization
• Gathered and analyzed patient provider data and developed marketing survey for Emergency Department
• Analyzed Rheumatology Clinic physician and coding data and compared to MGMA data

Jan 2009-May 2012  Skutt Student Center and Harper Center for Student Life and Learning, Creighton University, Omaha, Nebraska
Building Manager
• Supervised three student staff
• Opened and closed student centers to ensure building security
• Worked with clients to ensure facility conforms to event specifications
• Coordinated with campus resources including Facilities Management and Public Safety to resolve and control issues

May 2011-Aug 2011  LiveGreen Initiative, University of Nebraska Medical Center, Omaha, Nebraska
Intern
• Explored ways for employees to save energy at work and home
• Measured light levels in office spaces to determine appropriate usage levels
• Contacted research labs to ensure their hazard signs were up to date
• Researched new stories and information to use on the LiveGreen website

Aug 2010-Dec 2010  Jose Maria Cabrany Baez Hospital, Santiago, Dominican Republic
Intern, Insurance Department
• Approved insurance requests and filed patient health records
• Entered patient medical records into the computer system and copied doctor notes to new patient health records
• Learned about the country’s government healthcare system
ASHLEY J. KIMBERLING  Ashleyjkimberling@gmail.com

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Business Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Arts
Major in History; Minor in Business Economics
University of Arkansas, Fayetteville, Arkansas
2010

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013  CoxHealth, Springfield, Missouri
System Administration Intern
• Partnered with three financial analysts to create the 2014 fiscal year budget for the five hospital health system; responsibilities included volume and revenue projections, salary adjustments, and accounting for FTE changes
• Determined the reallocation amount of multiple itemized fees to a standard operating room fee in a way which was budget neutral and accounted for the complexity level and location of surgeries
• Managed and organized the weekly position review committee meeting attended by the system’s four most senior leaders; acted as the liaison between department heads and executive leadership in determining all new and replacement position hires
• Strategically planned the purchase and replacement of major capital equipment ($100,000+) for the system

Oct 2012-Present  MedZou Community Health Clinic, Columbia, Missouri
Director of Business Administration
• Accountable for 14 direct reports and all tasks related to finance, supplies, marketing, IT, and quality improvement
• Responsible for managing a $60,000 annual operating budget and generating all funding necessary to support the budget
• Currently supervising the implementation of an EMR system into the clinic and developing the training processes and workflow changes associated with the implementation

May 2012-Aug 2012  Texas Children’s Hospital, Houston, Texas
Administrative Intern, The Heart Center
• Collected and analyzed work flow and salary data for the cardiothoracic operating rooms to determine opportunities to improve efficiency; presented recommendations projected to save $91,000 annually in overtime and unproductive pay
• Collaborated with the Surgeon In Chief to create a five-year strategic plan for the congenital heart surgery department
• Created scorecards and the associated dashboards to determine clinical and research productivity, financial successes, and potential opportunities for improvement for surgeons

LEADERSHIP ACTIVITIES & AWARDS

Representative
HMI Education and Student Services Quality Improvement Committee
Sep 2012-Aug 2013

Captain
University of Alabama-Birmingham Health Services Case Competition Team, University of Missouri
February 2013

• Awarded Graduate Research Assistantship and full tuition, University of Missouri
Aug 2011-Present

• Awarded Chancellor’s Scholarship - full tuition - University of Arkansas
Aug 2006-May 2010

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Volunteer
Executive Women’s Service Trip, Accra, Ghana
May 2010

Trip Coordinator and Volunteer
Service Trip, Monjas, Guatemala
April 2009
ALEXANDER J. KRIEGSHAUSER  akriegshauser@gmail.com

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Master of Business Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Arts in Biology
DePauw University, Greencastle, Indiana
2011

PROFESSIONAL EXPERIENCE

2013-Present  Trulaske College of Business, University of Missouri, Columbia, Missouri
Graduate Research Assistant - Professional Development Facilitator
• Facilitate the Root Learning program for new undergraduate business majors and manage the senior business majors who serve as co-facilitators
• Social media campaign coordinator; Organize and run HootSuite account to manage Twitter, Facebook, and other social media platforms for the Professional Development office

May 2013-Aug 2013  Kaiser Permanente-The Permanente Medical Group, Sacramento, California
Administrative Intern
• Surveyor on the Patient Safety Audit Team, helped to prepare the Kaiser Permanente Hospital in Sacramento for the upcoming Joint Commission review
• Conducted a comprehensive review of the Mohs Surgery department and presented recommendations to the Dermatology Leadership Team
• Volunteered time with the Health Promotion department on the Live Well Be Well campaign and CalPERS Health Promotion Events
• Analyzed specific initiatives and prepared reports; presented these briefs to the executive team

2012-2013  Missouri Health Connection, Columbia, Missouri
Finance Intern
• Perform market analysis, competitive analysis and financial modeling to assist in developing short and long-term marketing and growth plans
• Provide additional support to staff as needed

2012-2013  Signature Medical Group, St. Louis-Kansas City, Missouri
Management Intern
• Analyzed historical expenditures, helped save over $100K annually in marketing and outreach
• Assisted with transition to new EMR system, focus on billing issues; saving time, resources, and money
• Member and researcher for the Bundle Payment Initiative for SMG’s orthopedic groups, and member of the consulting team for Kansas City Metropolitan Physicians Association’s ACO implementation

LEADERSHIP ACTIVITIES & AWARDS

Vice President of Finance
MBA Association, University of Missouri
2013-Present

President, Inter-Frataternity Council
DePauw University
2009 - 2011

Senior Senator, Student Senate
DePauw University
2009 - 2011

• Awarded Graduate Research Assistantship and full tuition, University of Missouri
2012-Present

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Epic EMR training certification

Student Associate
American College of Healthcare Executives (ACHE)

Student Associate
Healthcare Financial Management Association (HFMA)

Executive Member
Crosby MBA Professional Association

Quality Improvement Team
MedZou Community Health Clinic
2011-Present

Executive Council
Best Buddies, DePauw University
2009-2011
HARIKRISHNA MADETI  hm6fd@mail.missouri.edu

EDUCATION

Master of Science in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Pharmacy
Andhra University, Visakhapatnam, India
2010

Diploma in Pharmacy
Govt. Polytechnic College, Visakhapatnam, India
2007

PROFESSIONAL EXPERIENCE

Sep 2013-Present  Department of Health Management and Informatics,
University of Missouri, Columbia, Missouri
Graduate Research Assistant
• Currently working on database design project for MO Health
  Information Technology Assistance Center using Microsoft
  Access for the data exported from Sales Force CRM

May 2013-Aug 2013  Phelps County Regional Medical Center, Rolla, Missouri
Data Analyst, Planning and Decision Support
• Worked on Community Health Needs Assessment Project and
  reported on the current clinical needs that are available to
  the people served by the facility and also suggested possible
  recommendations
• Used various reporting tools like Monarch data pump, Medisolv,
  PRS3 and NPR reporting tools to generate reports for
  several departments based on their request

Dec 2012-Apr 2013  Missouri Research and Education Network, University of
Missouri, Columbia, Missouri
Graduate Research Assistant, Division of IT
• Cleaned and analyzed existing client database and generated
  reports for FY12 and FY13 K-12 Schools of Missouri using
  SQL and Excel. Created Static & Interactive Dashboards
  using SAP BOBJ Crystal reports
• Data mined and Researched trends in the data using pivot tables,
  charts and data standardization techniques to analyze the
  member cancellation data using SAS

May 2010-Aug 2010  Annapurna Healthcare System
Assistant-in-Charge
• Maintained records of patients, inventory and personnel in order
  to manage facility operations and admissions. Analyzed and
  reported the hospital’s data and mined the lymphedema
  cases to show the trends of care provided by the
  organization
• Helped in implementing policies, objectives and procedures
  for several departments of the hospital to improve
  budgeting, planning and equipment outlays.

LEADERSHIP

ACTIVITIES & AWARDS

Member
Health Management and
Informatics Education and
Student Services Quality
Improvement Committee

Member
Health Management and
Informatics Graduate Student
Association

• Awarded with incentive
  and promoted to Data
  Analyst by Annapurna
  Healthcare System for work
  using SAS

CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES

Student Member and
Program Assistant
Health Information
Management System Society
(HIMSS)
2012-Present

Student Member
Healthcare Financial
Management Association
(HFMA)
2011-Present

Volunteer
Government psychiatric
hospital and orphanage
primary school,
Visakhapatnam, India
2007-2010
LEADERSHIP ACTIVITIES & AWARDS

President and Auction Chair
Women’s Law Association, Columbia, Missouri
2012-2013 and 2011-2012

Board Member and Assistant Judging Director
Advocacy and Mock Trial Organization, Columbia, Missouri
2012-2013 and 2011-2012

• Women’s Law Association Scholarship Recipient 2012
• Thompson Coburn LLP Scholarship Recipient- awarded based on high academic achievement 2010-2013
• Roberts Scholar-pre-accepted to law school based on ACT achievement 2010

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Member
American College of Healthcare Executives (ACHE) 2012-Present

Volunteer
Court Appointed Special Advocate (CASA), Columbia, Missouri
January 2011-May 2011

Tutor
A Way with Words and Numbers, Columbia, Missouri
2008-2009
• Volunteered 10 hours per week as a math and science tutor in a local Columbia public school

Volunteer
Team Activities for Special Kids, St. Louis, Missouri
2004-2010

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Juris Doctor
University of Missouri School of Law, Columbia, Missouri
Expected May 2014

Bachelor of Arts in Psychology
University of Missouri, Columbia, Missouri
2010

PROFESSIONAL EXPERIENCE

Aug 2013-May 2014 Thompson Center for Autism & Neurodevelopmental Disorders Columbia, Missouri
Training in Interdisciplinary Partnerships & Services (TIPS) for Kids
• Complete 300 hours of training through the Leadership Education in Neurodevelopmental and Related Disabilities Program (LEND)
• Work in interdisciplinary teams to provide quality and patient-centric care to children with neurological developmental disabilities and their families

May 2013-Aug 2013 St. Louis Children’s Hospital, St. Louis, Missouri
Strategic Planning Intern
• Conducted competitor analyses of eight surrounding states for general pediatric surgery; prepared report for executive leadership team with the goal of increasing general surgery referrals
• Analyzed US News & World Report Best Children’s Hospital Survey results in order to identify areas of scoring opportunities; report used by executive leadership team to evaluate other departments
• Analyzed operating room hours and cases; presented findings to executive leadership with the goal of identifying areas in need of efficiency improvement
• Served as manager of lab utilization project; prepared a detailed analysis of current test-ordering trends in order to decrease unnecessary tests; researched strategies for subsequent change
• Researched and summarized benefits of indigent hospitals’ joining of adult health systems

Aug 2012-Nov 2012 Missouri Hospital Association, Jefferson City, Missouri
Temporary Legal Assistant
• Served as assistant to general counsel of MHA
• Conducted research over issues such as warrantless blood draws, medical malpractice damage caps, physicians’ due process rights, and expanding nurse practitioner’s scope of practice for MHA newsletters
• Drafted legal memos answering legal issues posed by MHA members
LEADERSHIP ACTIVITIES & AWARDS

• Academic Honor Roll—all semesters

• Kappa Omicron Nu Honor Society

• Phi Upsilon Omicron Honor Society

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

CPR/ AED certified

BLS and Heart Saver Instructor Certified

Meals on Wheels

St. Jude’s Children’s Hospital

Walking School Bus

Work events with prisoners in Boonville

Baseball camps for youth

Boys and Girls Club

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Nutrition & Exercise
Minor in Sociology
University of Missouri, Columbia, Missouri
Cum Laude

PROFESSIONAL EXPERIENCE

Aug 2013-Present  Thompson Center for Autism & Neurodevelopmental Disorders Columbia, Missouri
Training in Interdisciplinary Partnerships & Services (TIPS) for Kids
• Complete 300 hours of training through the Leadership Education in Neurodevelopmental and Related Disabilities Program (LEND)
• Work in interdisciplinary teams to provide quality and patient-centric care to children with neurological developmental disabilities and their families

Aug 2013-Present  Missouri Health Connection, Columbia, Missouri
Intern
• Help develop a statewide health information exchange
• Help implement meaningful use standards to health care organizations
• Provide customer service support to clients and potential clients
• Input clientele data into excel and access databases

May 2013-Aug 2013  National Association of Community Health Centers, Bethesda, Maryland
Federal Affairs Intern
• Gained a well-rounded understanding of health policy and issues impacting Community Health Centers
• Attended briefings, hearings, and coalition meetings with Congressional staffers and other health care advocates
• Kept track of daily House and Senate agendas and issues that pertained to healthcare

2011-2013  Boone Hospital, Columbia, Missouri
Fitness Instructor, Wellaware
• Coordinated health assessments for participants
• Instructed children in the Head to Toe Fitness Program
• Basic testing (BP, BMI, Cholesterol)
• CPR instructor

2011-2012  Jefferson City YMCA, Jefferson City, Missouri
Senior Service Associate
• Facility supervision
• Member/program enrollment
• Customer Service/Dispute resolution
SAUMIL MODI  SM4F5@mail.missouri.edu

EDUCATION
Master of Health Administration  
Graduate Certificate in Health Informatics  
University of Missouri, Columbia, Missouri  
Expected May 2014

Bachelor of Science in Biology  
Minor in Entrepreneurship  
The Ohio State University, Columbus, Ohio  
2011

PROFESSIONAL EXPERIENCE
Aug 2013-Present  
University of Missouri Psychiatric Center, University of Missouri Health Care, Columbia, Missouri  
Graduate Research Assistant  
• Will collaboratively work with an executive team in an acute psychiatric inpatient hospital, serving adults and youth  
• Projected to work with a team to develop an efficient, effective, and sustainable aggression management program  
• Goal is to establish a foundation to train the trainers and new staff at hire for the newly developed aggression management program

May 2013-Aug 2013  
OhioHealth, Columbus, Ohio  
Administrative Intern  
• Worked with an executive team to quickly and smoothly transition a newly acquired business along the care continuum  
• Performed a cost-benefit analysis as well as a population-based health management study to determine whether to further invest in 3D mammography units  
• Collaborated with an administrative team to improve quality initiatives for the Sports Medicine and Rehabilitation Departments including no-show and cancellation appointment rates  
• Created a database to efficiently and effectively perform tracers to prepare for Joint Commission visits across the system

Nov 2012-Present  
MedZou Community Health Clinic, Columbia, Missouri  
Quality Improvement Chair  
• Work with an interdisciplinary Quality and Improvement team to improve patient experience at the MedZou Community Health Clinic

Oct 2011-Dec 2011  
Shalby Hospital  
Administrative Intern  
• Worked and underwent hospital administration/management training in a 250 bed, multidisciplinary privately run hospital  
• Evaluated daily management of clinical procedural practices in different medical and administrative departments and recommended methods to enhance the quality of services provided

Jun 2011-Oct 2011  
Acclaim Hospice and Palliative Care  
Administrative Assistant  
• Patient data management tasks, organizing patient files, and analyzing quality of patient care
MATTHEW O. OYELOLA oyelamatt@gmail.com

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Graduate Certificate in Public Health
December 2011

Bachelor of Arts in Interdisciplinary Studies
Emphasis in Communications and Sociology
University of Missouri, Columbia, Missouri
2010

PROFESSIONAL EXPERIENCE

Sep 2013-Present University of Missouri Health Care, Columbia, Missouri
Patient Care Coordination Clerk
- Managed Patient Databases
- Answered & made patient/customer calls regarding patient care services
- Accessed computing systems to check patient records and update patient databases
- Performed duties for staff including performing necessary coding to prepare reports and update patient accounts/records.

May 2007-Present University of Missouri Health Care, Columbia, Missouri
Cardiac Intensive Care Unit (CICU) Aide/Unit Clerk
- Assisting nurses in patient care (i.e. checking pulse oxygen levels, repositioning patients, overall patient monitoring)
- Monitoring/Recording patient vital signs
- Glucose monitoring
- Answering & directing phone calls for various health care professionals

Jun 2013-Aug 2013 VA Northern Indiana Health Care System
Administrative Intern, Patient Care Services
- Worked on RPIW’S (Rapid Progress Improvement Workshops) including NINH Scholarship Education Project
- Collaborated on Action Plans for Organizational RPIW’s
- Conducted Case Management Research for Analysis of VA Directives
- Designed and Prepared SharePoint documents for VA’s Health Care System Library’s Intranet System
- Researched provisions for Wander Guard for potential implementation with assistance from Chief Administrative Nurse

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member Health Management and Informatics Graduate Student Association (HMIGSA)
- American Health Association (AHA) Leadership Summit Scholarship recipient, San Diego, California 2013

Employee of the Month, received from the University of Missouri Hospital and Clinics Cardiac Intensive Care Unit 2009

Student Member Health Information and Management Systems Society (HIMSS)

Volunteer Big Brothers Big Sisters of Central Missouri 2009-Present

Intern Summer Enrichment Program Jun 2013-Aug 2013

Volunteer Central Missouri Food Bank 2004 and 2012

Youth Volunteer University of Missouri Hospital and Clinics Summer 2000 and 2002
ABHISHEK ARVIND PATIL  abhipatil@live.com

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Workplace Wellness and Health Promotion Post Graduate Diploma
Workplace health System, Health Canada Certificate
Centennial College, Toronto, Ontario, Canada
Honors
2011

Bachelor in Medicine and Surgery/MD (Family Physician)
Maharashtra University of Health Sciences, Maharashtra, India
2009

PROFESSIONAL EXPERIENCE

Jan 2013-Present  School of Pharmacy, University of Missouri-Kansas City, Kansas City, Missouri
Graduate Teaching Assistant
• Facilitate the class of pharmacy students studying in Columbia via tele-education process.
• Supervise students and assist professors in Kansas City to conduct tests and quizzes.
• Administer and trouble-shoot any events occurring in the tele-education process.

May 2013-Aug 2013  Partner’s Healthcare - Brigham and Women’s Hospital, Boston, Massachusetts
Clinical Systems Analyst Intern
• Assessed, planned, developed and executed various projects in Electronic Medication Administration Record (eMAR) and Computer Prescribed Order Entry System (CPOE)
• Helped analyze and manage Clinical Decision Support System (CDSS) tools and workflows
• Managed a major project on newly developed interface for downtime procedures in eMAR
• Read, analyzed, designed and developed test-scripts and user guides
• Attended seminars on latest development in Health Informatics and Management

Jan 2011-Jun 2011  Novus Health, Toronto, Ontario, Canada
Medical Researcher and Clinical Team Member
• Accessed, planned and executed on multiple projects pertaining to wellness and health promotion in a team as well as individually
• Made diagnostic tools for various diseases on secondary lines of prevention.

Dec 2009-Mar 2010  Seven Hills Hospital and Health Care Limited, Mumbai, India
Resident Physician/House Officer (second rotation)
• Designed, supervised and lead the team of medical professionals in the hospital wards to take initiative in setting up of the hospital in its initial stages

LEADERSHIP

President
Cultural Association of India, University of Missouri

Secretary
College Magazine Editorial Board, Terna Medical College and Hospital, Mumbai, India

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Workplace Health System Certified - Health Canada
Since April 2011

Standard First-Aid with AED and CPR-Basic Cardiac Life Support Trainer
Sep 2010-Sep 2011

Canadian Red Cross

Member
Indian Medical Association (IMA)

President
Cultural Association of India, University of Missouri

Secretary
College Magazine Editorial Board, Terna Medical College and Hospital, Mumbai, India

LEADERSHIP

President
Cultural Association of India, University of Missouri

Secretary
College Magazine Editorial Board, Terna Medical College and Hospital, Mumbai, India

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Workplace Health System Certified - Health Canada
Since April 2011

Standard First-Aid with AED and CPR-Basic Cardiac Life Support Trainer
Sep 2010-Sep 2011

Canadian Red Cross

Member
Indian Medical Association (IMA)
EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Health Science
Minor in Business
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE

Aug 2013-Present  University of Missouri Health System, Columbia, Missouri
Graduate Research Assistant
• Designed and implemented a performance improvement project to reduce inpatient falls
• Performed data collection, surveys and observations as a member of a performance improvement team to reduce Catheter-Associated Urinary Tract Infections
• Assisted with the design, data collection and IRB submission of a project to accelerate graduate nurse speed to practice
• Conducted a cost/benefit analysis of using a national database to benchmark clinical performance

Summer 2013  University of Missouri Health System, Columbia, Missouri
Administrative Intern
• Researched approaches to streamline the admission process
• Completed observations in the surgical suites, intensive care units and with off-shift hospital administrators
• Assisted in the design and implementation of a system-wide Nursing Scorecard including creating data definitions, identifying benchmarks and performing data entry
• Participated in low and high fidelity simulation exercises for on-boarding of graduate nurses

Fall 2012  University of Missouri, Columbia, Missouri
Graduate Teaching Assistant
• Researched, developed, and coordinated student internship opportunities
• Evaluated undergraduate coursework

Summer 2012  Integrity Home Care
• Assisted Human Resource management in business meetings and workshops
• Performed process evaluation of current employment hiring and training processes

Spring 2012  The PedNet Coalition
• Designed and marketed fundraising media for nonprofit education programs
• Directed and organized volunteer registration and recruitment procedures

Summer 2011  El Centro Inc.
• Researched and revised a grant proposal funded for $20,000
• Prepared and presented company data analysis to the board of directors
LEADERSHIP ACTIVITIES & AWARDS

• University of Missouri-Columbia Dean’s List 2008-2012
• UM Young Kelly & Burns Scholarship 2010-2011
• UM William & Cleo Taylor Scholarship 2010-2011
• George M. & Elizabeth V. Robinson Scholarship 2009-2012
• UM Alexander Scholarship 2009-2010
• Choice Hotels International Scholarship 2008-2012
• UM Columns Scholarship 2008-2010

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
American College of Healthcare Executives (ACHE) 2012-Present

Member
Health Management & Informatics Graduate Student Association (HMIGSA) 2012-Present

Volunteer
Big Brothers Big Sisters of Central Missouri 2010-Present

EDUCATION

Master of Health Administration
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Biochemistry
Minors in Business and Biology
University of Missouri, Columbia, Missouri
Magna Cum Laude 2012

PROFESSIONAL EXPERIENCE

May 2013-Aug 2013  Mercy Northwest Arkansas, Rogers, Arkansas
Administrative Intern
• Worked on a project entitled “ER: Why Wait?”
• Visited managers and directors throughout many departments of the hospital
• Shadowed physicians with administrative roles; clinically and administratively
• Spent time with the CEO, my preceptor, during strategic planning meetings

School Breaks
Menorah Medical Center, Overland Park, Kansas
(198 hours total)
Surgery Waiting Attendant Volunteer
• Helped patients check into surgery
• Put patients in a bay for pre-op
• Brought family members and friends back before and after the surgery
• Responsible for being the liaison between the nurses and patients

Patient Ambassador Volunteer
• Stocked nursing stations throughout the hospital
• Delivered flowers and mail to patients
• Greeted and assisted people entering the hospital

Jan 2013-Present  Total Person Program, University of Missouri-Columbia Athletic Department
Science Tutor, 12 hours per week

Jan 2013-Present  Department of Biochemistry, University of Missouri-Columbia
Peer Learning Assistant, 8 hours per week

Jan 2011-May 2012  Medical Pharmacology and Physiology Lab, University of Missouri, Columbia, Missouri
Lab Assistant, 10-25 hours per week

2007-2013  124 hours total shadowing physicians at various locations
BETH STAELENS easn83@mail.missouri.edu

LEADERSHIP

ACTIVITIES & AWARDS

Member
Phi Upsilon Omicron Honor Society
2009-2011

President
Phi Upsilon Omicron
2009-2010

Mentor
Human Environmental Sciences
2009-2010

Walking School Bus Leader
2009-2011

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Associate
American College of Healthcare Executives (ACHE)
2013-Present

SharePoint and IT Chair
MedZou Community Health Clinic
2012-Present

EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Human Environmental Sciences in Nutritional Sciences
Emphasis in Nutrition and Fitness
University of Missouri, Columbia, Missouri
Cum Laude
2011

PROFESSIONAL EXPERIENCE

Jun 2013-Present
Harry S. Truman Memorial Veteran’s Hospital, Columbia, Missouri
Administrative Intern
• Developed and implemented an action plan to increase MyHealtheVet enrollment in Community Outpatient Clinics
• Helped create tracking tool for the hospital’s outreach events
• Aided inpatient quality improvement committee for systems redesign of nuclear medicine department.
• Member of interdisciplinary team chartered with conducting root cause analyses of adverse events

May 2012-Jun 2013
University of Missouri, Columbia, Missouri
Support Specialist, Division of Information Technologies
• Supervised all Sites Consultants
• Performed troubleshooting of equipment and software over the phone
• Performed intermediate troubleshooting on problems that occur in the computing sites

May 2010-May 2012
University of Missouri, Columbia, Missouri
Sites Consultant, Division of Information Technologies
• Assisted customers with computing problems and checking out equipment
• Maintained appearance of computing sites
• Fixed equipment malfunctions in the computing sites
EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected December 2013

Bachelor of Science in Health Information Administration
Western Carolina University, Cullowhee, NC
Cum Laude
2010

PROFESSIONAL EXPERIENCE

May 2012-Aug 2012 Family Health Center, Columbia, Missouri
Intern
• Performed Patient flow time study project to reduce patient waiting time
• Learned how to perform Patient Center Medical Home (PCMH) measurements
• Cycle-time measurements built on flow mapping and involved measuring and charting the time associated with various parts of the patient visit.
• Developed / improved worksite wellness program
• Recommended new policies and changes
• Kept detailed records of important conferences; board meetings and committee meetings
• Provided outstanding customer service and handled customer complaints

May 2010-Aug 2010 Western Carolina University, Cullowhee, North Carolina
Office Assistant
• Conducted research about local hotels and newspapers
• Created databases and spreadsheets that improved management and reporting accuracy

April 2010 Good Samaritan Clinic, Sylva, North Carolina
Intern
• Collected diabetic information and recorded in Excel
• Entered the patient’s date of birth (DOB) and A1C data in spread sheets
• Organized and managed patient confidential files
• Collected and maintained statistical information and reported the result

April 2010 Harris Regional Hospital, Sylva, North Carolina
Intern
• Payroll audit/Quality assurance analysis
• Root Cause Analysis data collection
• Floor plan and work flow (Assist prepping, indexing, and scanning)
EDUCATION

Master of Health Administration
Graduate Certificate in Health Informatics
University of Missouri, Columbia, Missouri
Expected May 2014

Bachelor of Science in Business Administration
Minor in Aerospace Studies
University of Missouri, Columbia, Missouri
2012

PROFESSIONAL EXPERIENCE

May 2013-Present  University of Missouri Health Care, Columbia, Missouri
Intern, Business Development and Planning
• Research for best practices and benchmarks for intensivist/nocturnist programs
• Develop business plans for Comprehensive Pain Program and Critical Care Program Expansion

Feb 2013-Present  University of Missouri, Columbia, Missouri
Graduate Research Assistant
• Worked with SPSS to analyze survey data
• Conducted systematic searches in the peer-reviewed literature for End-of-Life decision making & Magnet Hospitals

Feb 2013-May 2013  University of Missouri, Columbia, Missouri
Project Manager
• Created Architecture Plan for the Adair County Public Health Department
• Distributed tasks to each team member and ensured that all deadlines were met

Jun 2011-Present  University of Missouri Health Care, Columbia, Missouri
Volunteer Services Support Intern
• Correspond with volunteers about how/when to receive mandatory flu shots
• Conduct informational meetings for potential volunteers to streamline the volunteer application process

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Volunteer
• Patient comfort and care and participation in “No Veteran Dies Alone” Program
Harry S. Truman Veteran’s Hospital, Columbia, Missouri
Sep 2008-May 2010 (80+ hours)

Resident Peer Advisor
University of Missouri Residential Life, Columbia, Missouri
• Coordinated and taught a class entitled “Exploring Business” for a Freshmen Interest Group
• Planned Educational Interactions “EI’s” for residents (alcohol, drugs, proper diet, and study habits)
Aug 2009-May 2010
Notice of Non-Discrimination

The University of Missouri does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, sexual orientation, or status as a disabled veteran or veteran of the Vietnam Era. Any person having inquiries concerning the University of Missouri-Columbia’s compliance with the regulations implementing Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, or Section 504 of the Rehabilitation Act of 1973, contact Human Resource Services, 130 Heinkel Building, Columbia, MO 65211, (573) 882-4256.

For ADA accommodations call (573) 882-4696 or TDD Relay 1-800-735-2466. To acquire this information in an alternative format, call (573) 882-8413.