

**DEPARTMENT OF HEALTH
MANAGEMENT & INFORMATICS**

RESUME BOOK

*2013 - 2014
Master of Health Administration &
Master of Science in Health Informatics
Candidates*



School of Medicine

UNIVERSITY *of* MISSOURI

**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:

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KramerV@health.missouri.edu
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PROGRAM OF STUDY INFORMATION:

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MASTER OF HEALTH ADMINISTRATION AND MASTER OF HEALTH INFORMATICS PROGRAMS

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.

The MHA degree program launches and advances patient-centered, improvement-oriented, financially-responsible, and ethically-grounded careers in evidence-based health services management.

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.

**100 % of May 2013
MHA graduates 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.

MASTER OF HEALTH ADMINISTRATION AND MASTER OF HEALTH INFORMATICS PROGRAMS

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.

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.

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.

The Executive Cohort

The Distance Learning Edge

Health Administration

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.

Health Informatics

The Executive Health Informatics degree addresses the growing demand for health care information technology leaders with high-quality technical and management training. The degree is designed for self-motivated professionals working in the healthcare and information technology fields, and provides them an increased understanding of the transforming potential and complexity of advanced information technology applied to healthcare organizations. The curriculum provides an applied orientation, drawing on the best evidence to develop an in-depth understanding of how health organizations and systems are structured and function, and how information technology can be applied to improve the integration, quality, and safety of clinical services as well as the efficiency and overall business function. Graduates will be prepared to design, develop, implement, manage, and evaluate information technologies to improve systems at operational as well as enterprise levels.

The program targets practicing information services professionals who seek formal training in health informatics or credentials for advancement. The program also serves individuals who want to make a career move into the informatics field, whether from a health care background or a technical background. Graduates will be prepared to design, develop, implement, and evaluate information technologies to improve systems at operational as well as enterprise levels. The program **begins a new cohort each** spring Semester.

Program Design - The Distance Learning Edge

Just as information technology is revolutionizing health care delivery, it is opening new doors in higher education as well. As a national leader in both health informatics and distance education, the University of Missouri is uniquely prepared to apply the benefits of new technology not only to its curriculum, but also in the teaching process itself. The program's innovative structure combines three on-campus weekend sessions per semester, starting each January, with online course work and independent study to form a comprehensive educational experience. This format enables working professionals to maintain full-time employment while completing the two-year course of study.

HMI DEPARTMENT

FACULTY

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

Course Descriptions

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.

Course Descriptions

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.

Course Descriptions

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

FALL 1

HMI 7410 - Design of Health and Human Service Systems	3
HMI 8460 - Administration of Health Care Organizations	3
HMI 8544 - Managerial Epidemiology	3

SPRING 1

HMI 8524 - Health Economics	3
HMI 8461 - Managing Human Resources for Financial Organizations	3
TBD Professional Elective	3
TBD Professional Elective	3

SUMMER 1

HMI 8689 - Field Experience in Health Management & Informatics	3
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FALL 2

HMI 7430 - Introduction to Health Informatics	3
HMI 8470 - Strategic Planning and Mktg for Health Care Organizations	3
HMI 8472 - Financial Management for Health Care Organizations	3
HMI 8573 - Decision Making for Health Care Organizations	3
TBD Professional Elective	3

SPRING 2

HMI 8450 - Methods of Health Services Research	3
HMI 8571 - Decision Support in Health Care Systems	3
HMI 8574 - Health Care Law	3
HMI 8575 - Health Policy and Politics	3
TBD Professional Elective	3

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*Students must also satisfy microeconomics, accountancy and finance prerequisites

EXECUTIVE COHORT

SPRING 1

HMI 7410 - Design of Health and Human Service Systems	3
HMI 8460 - Administration of Health Care Organizations	3
HMI 7430 - Introduction to Health Informatics	3

SUMMER 1

HMI 8450 - Methods of Health Services Research	3
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FALL 1

HMI 8524 - Health Economics	3
HMI 8461 - Managing Human Resources for Financial Organizations	3
HMI 8573 - Decision Making for Health Care Organizations	3

SPRING 2

HMI 8544 - Managerial Epidemiology	3
HMI 8470 - Strategic Planning and Mktg for Health Care Organizations	3
HMI 8472 - Financial Management for Health Care Organizations	3

SUMMER 2

HMI 8450 - Methods of Health Services Research	3
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FALL 2

HMI 8571 - Decision Support in Health Care Systems	3
HMI 8574 - Health Care Law	3
HMI 8575 - Health Policy and Politics	3

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

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
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FALL 2

HMI 8435 - Information Security, Evaluation and Policy	3
HMI 8437 - Data Warehousing and Data/Text Mining for Health Care	3
HMI 8610 - Consumer Health Informatics	3

SPRING 2

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

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EXECUTIVE COHORT

SPRING 1

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

SUMMER 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
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FALL 2

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

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RESUMES
Dec 2013 & May 2014
Candidates



**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



**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
2013 - Present

Member

University of Missouri
School of Medicine Staff
Advisory Committee
2012-2013

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 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

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 Advance-
ment 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



LEADERSHIP ACTIVITIES & AWARDS

Board of Directors Member
Central Missouri Dream Factory
June 2013 - Present

•Kappa Alpha Theta
Leadership Scholarship 2008

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
Association of Residency
Coordinators in Orthopaedic
Surgery
2012 - Present

Association of Residency
Coordinators in Orthopaedic
Surgery 2013 Annual Meeting,
March 2013

Council of Orthopaedic
Residency Directors
March 2013

Volunteer
The Dream Factory

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.



**LEADERSHIP
ACTIVITIES &
AWARDS**

Chairman

Missouri Military
Preparedness
and Enhancement
Commission
2007-2013

Missouri Veterans
Commission
2010-2013

Chair of the Board

Nanotechnology Enterprises,
Inc.
2009-2010

Leadership Missouri
Class of 2007

**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

Member

Medical Group Management
Association

Member

American College of Health
Care Executives (ACHE)

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 Malcom 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

Nov 2003-Jul 2006

The Rhoads Group, Washington, D.C.

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

Member
Missouri Orthopaedic
Institute Shared Governance
2011-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 Health Care, Columbia, Missouri**
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



LEADERSHIP ACTIVITIES & AWARDS

University Sexual Assault
Response Team
2006 - Present

University Hospital Ethics
Committee
March 2008 - Present

Chairman
University Hospital Shared
Governance Unit Council
2007 - 2011

Chairman
University Hospital Shared
Governance Division Council
2007 - 2011

University Hospital Shared
Governance Global Council
2007 - 2011

•Phoenix Award Recipient, Boone
County Fire Protection District

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Member
International Association of
Forensic Nurses
2007 – Present

CPR Instructor
American Heart Association
April 2008 – August 2009

Participant
Medical Mission Trip (Won by
One) to Jamaica
October 2008

Member
Emergency Nurses Association
2006 – Present

Volunteer EMT / Firefighter
Boone County Fire Protection
District
Jun 2003 – Nov 2006

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



**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

Member

American College of Health-care 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.



**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

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



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

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, entrepreneurship, 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)



**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 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.



CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

RN Licensure: Arkansas #
R63670: inactive due to have
compact state licensure with
MO

RN Licensure: Missouri #
2005030348: Expires 2015

Mentor and Preceptor for
students and new employees

Charge Nurse for over seven
years

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.



**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 (included occasional weekend and holiday rotations).



**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

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 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 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**

Allscripts Care Management
Ad Hoc report writing,
November 2012

Notary Public, Missouri,
December 2002-Present

Missouri Pharmacy
Technician's License,
2001-Present

National Certified Pharmacy
Technician (CPhT),
1998-Present

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
Service Coordinator, Patient Financial Services, Self-Pay (2003-2004)
- 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



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

EDUCATION

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

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

PROFESSIONAL EXPERIENCE

Present **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**

*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



**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

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



**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



**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

Specialty 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

Board Member (Regional Director)

Illinois Health Information
Management Association
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.



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



**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

**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

Member
Association for Operations
Management, Utah State
University

Member
Association for Information
Systems, Utah State
University

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

May 2008-Aug 2008 Platinum Protection, Chicago, Illinois
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 outbreak 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.



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 Re-
cipient- academic success in MBA
course work 2013

- Stuart A. Wesbury Award- com-
pleted 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

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**

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 commu-
nity (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

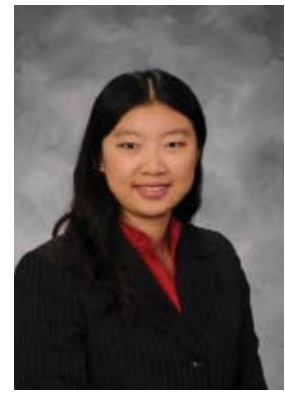
EDUCATION

**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**

- 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.



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 LEND 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



**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
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**

Vice President

Health Management and
Informatics Graduate Student
Association (HMIGSA)
Mar 2013-Present

*Vice President of Internal
Recruitment*

Panhellenic Association,
University of Missouri-
Columbia
Jan 2011-Aug 2011

**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

Member

American College of
Healthcare Executives
(ACHE)

Member

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

Kappa Delta Sorority

Fundraising Chair

MedZou Community Health
Clinic
Nov 2012-Nov 2013

Panhellenic Counselor

Panhellenic Association
Feb 2010-Aug 2010

Senior Capstone Project -
Health Fair

University of Missouri,
Columbia
Jan 2009-May 2009

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
- 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**
Aug 2012-May 2013 **Center for Health Care Quality**
University of Missouri, Columbia, Missouri
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 documenta-
tion in patient rooms in order
to facilitate an expedited pro-
cess, 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 documen-
tation 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.

May 2012-Jan 2013 Ann & Robert H. Lurie Children's Hospital of Chicago, Chicago, Illinois

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
- Jun 2013–Aug 2013** **Central DuPage Hospital of Cadence Health, Winfield, Illinois**
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
- Jun 2011–Jul 2012** **Metropolitan Chicago Healthcare Council, Chicago, Illinois**
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



**LEADERSHIP
ACTIVITIES &
AWARDS**

External Affairs Minister
Cultural Association of India,
University of Missouri
Jan 2013-Present

President of Volunteer Services
Sathyabama University
Aug 2008 - 2012

**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

Student Assistant
Service Improvement with
University of Missouri
Health Care
Jan 2013-May 2013

Student Counselor
Bhumi, India
Jun 2011-2012

Patient Companion
Dhan, India
Jan 2011-2012

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



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 Cen-
ter 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 Mis-
souri Alumni Association as one
of 39 outstanding seniors based on
academic achievements, leadership,
and community and University
service

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Certified Child Life Specialist
(CCLS) 2008-Present

Certified Educator of Infant
Massage (CEIM) 2010-Present

Clinic Manager, MedZou
Community Health Clinic
Nov 2012-Present

Children's Mercy Hospital,
Child Life
Nov 2005-Jan 2006

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

- Hussain, A., & Rivers, P. (2009) Confronting the Challenges of Long-Term Healthcare Crisis in the US. *Journal of Health Care Finance*, 36 (2), 71-82.
- Hussain, A., & Rivers, P. (2010). Policy Challenges in the US Healthcare System Reform. *Journal of Health Care Finance*, 36 (3), 34-46.
- Hussain, A., & Rivers, P. (2009) The Economic Value of Investing in Regenerative Medicine. *Journal of Healthcare Finance*, 36 (2), 45-54.
- Hussain, A., Rivers, P. A., Glover, S. H., & Fottler, M. D. (2012). Strategies for Dealing with Future Shortages in Nursing Workforce: a review. *Health Services Management Research*, 41-47.

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 guide lines 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.



**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 weekly basis

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

Oct 2001-Jan 2008 Bank of Nova Scotia Jamaica Ltd., Kingston, Jamaica
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**

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



**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 (HMIGSA)
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 Cabraly 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



**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

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 work flow 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**

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

President, Inter-Fraternity 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

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**

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

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

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
2011

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



LEADERSHIP ACTIVITIES & AWARDS

Graduate Peer Mentor
University of Missouri
Apr 2013-Present

President
Health Management and
Informatics Graduate Student As-
sociation (HMIGSA)
Mar 2013-Present

Founder
Eternal Cheer - Aalok S. Modi
Foundation
Feb 2008-Present

Academic Tutor
University of Missouri - Athletic
Department
Aug 2012-Present

Committee Member
Department of Health Management
and Informatics Education and
Student Services Quality
Improvement Committee
2012-Present

Tennis Coach
Country Club of Missouri
Aug 2012-Apr 2013

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Associate
American College of Healthcare
Executives (ACHE)

Attendee
Congress on Healthcare
Leadership, Chicago, IL

Quality Improvement Chair
MedZou

Strategic planning retreat for Uni-
versity of Missouri Health Care
and School of Medicine

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



LEADERSHIP ACTIVITIES & AWARDS

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

CERTIFICATIONS, PROFESSIONAL AFFILIATIONS & SERVICE ACTIVITIES

Student Member

Health Information and Management Systems Society (HIMSS)

Volunteer

Big Brothers Big Sisters of Central Missouri
2013-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

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



**LEADERSHIP
ACTIVITIES &
AWARDS**

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

**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, Maharash, 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
ACTIVITIES &
AWARDS**

Philanthropy Chair
Health Management and
Informatics Graduate Student
Association

Chapter Advisor
Gamma Phi Beta Sorority
• Advised and supervised 200
chapter members in
international and recruitment
compliance

**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

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

Member
Pi Sigma Epsilon Sales and
Marketing Fraternity
2011-2012

Volunteer
University of Missouri Hospital
• Performed routine tracer and
rounding reports in preparation
for Joint Commission survey
Spring 2013

Volunteer
University of Missouri Hospital
• Student Patient Ambassador
Program
2009-2011

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 onboarding 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. Robin-
son 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**
(198 hours total)
- Menorah Medical Center, Overland Park, Kansas**
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**



**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 MyHealthVet 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



**LEADERSHIP
ACTIVITIES &
AWARDS**

- HMI Out-of-State Fee Waiver and Alumni Scholarship
2011-2013
- Kendall King Scholarship
2007-2010

**CERTIFICATIONS,
PROFESSIONAL
AFFILIATIONS
& SERVICE ACTIVITIES**

Volunteer
Family Health Center,
Columbia, Missouri
Sep 2012-Jan 2013

Volunteer
Tiger Place, Columbia,
Missouri
Nov 2011-Apr 2012

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)



**LEADERSHIP
ACTIVITIES &
AWARDS**

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

**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)

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

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