



MICHAEL ANDERSON

QUALITY ASSURANCE SPECIALIST

CONTACT

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-  San Francisco, CA

SKILLS

- Mental Health Quality Assurance
- Patient Advocacy
- Data-Driven Decision Making
- Training and Development
- Compliance Monitoring
- Team Collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
PSYCHOLOGY, UNIVERSITY OF MENTAL
HEALTH STUDIES**

ACHIEVEMENTS

- Recognized for leading a quality improvement project that significantly reduced wait times for new patients.
- Awarded 'Best Innovator' at the annual mental health conference in 2020.
- Developed a patient satisfaction survey that enhanced feedback mechanisms within the clinic.

PROFILE

Innovative Allied Health Quality Specialist with a focus on mental health services and over 5 years of experience in quality assessment and improvement. Proven track record of developing and implementing strategies that enhance service delivery and patient care within mental health settings. Highly skilled in utilizing data-driven approaches to inform decision-making and promote best practices among healthcare providers.

EXPERIENCE

QUALITY ASSURANCE SPECIALIST

MindCare Clinic

2016 - Present

- Implemented quality assurance protocols that improved patient follow-up rates by 40%.
- Conducted training for staff on compliance with mental health regulations and standards.
- Utilized patient feedback to enhance service delivery and patient satisfaction.
- Monitored treatment outcomes and developed reports for management review.
- Collaborated with clinical teams to design quality improvement initiatives tailored to patient needs.
- Facilitated focus groups to gather insights on patient experiences and expectations.

QUALITY IMPROVEMENT COORDINATOR

SafeHarbor Mental Health Services

2014 - 2016

- Led initiatives that increased the accuracy of patient assessments and diagnoses by 35%.
- Developed a mental health quality framework that aligns with national standards.
- Engaged with stakeholders to promote mental health awareness and quality improvement.
- Analyzed service delivery data to identify gaps in care and develop appropriate interventions.
- Participated in regular audits to ensure compliance with quality standards.
- Presented quality improvement findings to executive leadership, facilitating strategic planning.