



# MICHAEL ANDERSON

## CONTINUOUS IMPROVEMENT ENGINEER

### CONTACT

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- San Francisco, CA

### SKILLS

- Lean Six Sigma
- Process Mapping
- Data Analysis
- Healthcare Operations
- Project Coordination
- Team Collaboration

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN HEALTH SCIENCES, UNIVERSITY OF CALIFORNIA, 2015**

### ACHIEVEMENTS

- Recognized for leading a project that improved patient discharge processes, reducing delays by 30%.
- Achieved a 20% increase in staff engagement through continuous improvement initiatives.
- Successfully contributed to a 15% reduction in hospital readmission rates over two years.

### PROFILE

Dedicated Continuous Improvement Engineer with a strong background in the healthcare sector, possessing over 5 years of experience in enhancing operational efficiency and patient care quality. My expertise lies in applying Lean principles to streamline healthcare processes, thereby reducing wait times and improving service delivery. I have a proven track record of collaborating with clinical and administrative teams to identify areas for improvement and implement sustainable changes.

### EXPERIENCE

#### CONTINUOUS IMPROVEMENT ENGINEER

##### HealthFirst Medical Center

*2016 - Present*

- Led Lean Six Sigma projects aimed at reducing patient wait times by 40% in outpatient services.
- Collaborated with nursing staff to redesign patient flow processes, improving room turnover rates.
- Developed training materials and conducted workshops for staff on Lean methodologies.
- Utilized statistical software to analyze patient feedback and identify process improvement opportunities.
- Implemented a visual management system to track key performance indicators across departments.
- Facilitated interdisciplinary meetings to promote engagement and share best practices in patient care.

#### PROCESS IMPROVEMENT ANALYST

##### Care Plus Health Services

*2014 - 2016*

- Conducted workflow assessments to identify inefficiencies, resulting in a 25% reduction in administrative processing time.
- Assisted in the implementation of electronic health records (EHRs) to streamline information access.
- Collaborated with IT teams to develop dashboards for monitoring key operational metrics.
- Presented findings and recommendations to senior management, driving strategic initiatives.
- Engaged in root cause analysis of service delays, leading to actionable solutions.
- Coordinated training sessions for staff on new technologies and process updates.