



MICHAEL ANDERSON

QUALITY IMPROVEMENT MANAGER

CONTACT

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SKILLS

- Quality control
- Patient safety
- Project management
- Data analysis
- Leadership
- Regulatory compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF PUBLIC HEALTH IN HEALTHCARE QUALITY, UNIVERSITY OF HEALTH SCIENCES, 2010

ACHIEVEMENTS

- Awarded the Excellence in Quality Improvement award in 2020 for outstanding project leadership.
- Implemented a successful patient feedback program that increased response rates by 50%.
- Published a research article on quality assurance practices in dental care in a leading healthcare journal.

PROFILE

Results-driven Dental Quality Specialist with over 10 years in the dental industry, specializing in quality control and patient safety. My career has been dedicated to ensuring that dental practices not only meet but exceed patient care standards. I have extensive experience in implementing quality management systems that promote compliance with healthcare regulations and improve operational efficiency.

EXPERIENCE

QUALITY IMPROVEMENT MANAGER

Dental Care Innovations

2016 - Present

- Led the development and execution of quality improvement projects across multiple dental practices.
- Oversaw compliance audits, achieving a 100% pass rate on the latest state inspections.
- Utilized data-driven approaches to identify quality gaps and develop actionable solutions.
- Mentored team members on quality assurance best practices and compliance requirements.
- Implemented patient safety protocols that resulted in a 40% reduction in procedural errors.
- Coordinated with leadership to align quality initiatives with organizational goals.

DENTAL QUALITY ASSURANCE SPECIALIST

Healthy Smiles Dental Group

2014 - 2016

- Conducted regular assessments of quality systems and compliance with regulatory standards.
- Collaborated with dental teams to enhance operational procedures and patient care protocols.
- Analyzed patient outcomes and satisfaction surveys to drive quality improvements.
- Developed training materials for staff on quality control procedures.
- Presented quality assurance findings to senior management for strategic planning.
- Facilitated workshops aimed at promoting a culture of quality and safety within the organization.