MA

MICHAEL ANDERSON

HEALTH OPERATIONS MANAGER

CONTACT

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📍 San Francisco, CA

SKILLS

- strategic planning
- quality assurance
- regulatory compliance
- team management
- project execution
- healthcare IT

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN HEALTH INFORMATION MANAGEMENT, UNIVERSITY OF FLORIDA

ACHIEVEMENTS

- Successfully led a project that improved patient data retrieval times by 50%.
- Received 'Excellence in Leadership' award for outstanding management of cross-functional teams.
- Authored a white paper on the impact of technology in healthcare delivery systems.

PROFILE

Strategic Health Technology Operations Manager with a robust background in operational leadership and technology integration within healthcare environments. Possesses a proven track record of enhancing service delivery through innovative solutions and data-driven decision-making. Skilled in managing diverse teams and orchestrating complex projects that align with organizational goals. Expertise in quality assurance, regulatory compliance, and stakeholder engagement.

EXPERIENCE

HEALTH OPERATIONS MANAGER

NextGen Health Systems

2016 - Present

- Directed the implementation of a new patient scheduling software that improved appointment adherence rates.
- Oversaw the transition to a cloud-based data storage solution, enhancing data security and accessibility.
- Developed and executed a comprehensive training program for staff on new technological tools.
- Conducted regular audits to ensure compliance with healthcare regulations and standards.
- Collaborated with vendors to optimize software performance and user experience.
- Utilized performance metrics to drive operational improvements and efficiencies.

PROJECT MANAGER

Digital Health Innovations

2014 - 2016

- Managed cross-departmental teams to implement a new electronic health record system.
- Assured quality control throughout the project lifecycle, achieving a 98% satisfaction rate from users.
- Developed project documentation and reports for stakeholder presentations.
- Facilitated workshops to gather user requirements and feedback for system enhancements.
- Monitored project budgets and timelines, ensuring all deliverables were met.
- Established metrics to measure project success and user adoption rates.