



MICHAEL ANDERSON

Quality Improvement Coordinator

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SUMMARY

Dedicated Mental Health Quality Specialist with over 8 years of experience in healthcare quality management and patient safety. Proven ability to develop and implement quality improvement initiatives that enhance patient care and reduce costs. Extensive experience in conducting audits and assessments to ensure compliance with regulatory standards. Skilled in collaborating with multidisciplinary teams to foster a culture of continuous improvement.

WORK EXPERIENCE

Quality Improvement Coordinator **Mental Health Associates**

Jan 2023 - Present

- Developed and implemented quality improvement plans that resulted in a 15% decrease in patient readmission rates.
- Conducted regular audits of clinical practices to ensure compliance with state and federal regulations.
- Facilitated training sessions for staff on quality standards and best practices in mental health care.
- Analyzed patient feedback data to identify areas for improvement and implemented changes accordingly.
- Collaborated with clinical teams to design and monitor key performance indicators (KPIs) for mental health services.
- Prepared detailed reports for upper management on quality metrics and improvement initiatives.

Clinical Quality Analyst **Health System Solutions**

Jan 2020 - Dec 2022

- Managed quality assurance processes for mental health services across multiple facilities.
 - Utilized data analytics to track the effectiveness of treatment programs and improve patient outcomes.
 - Conducted risk assessments and developed mitigation strategies for identified quality issues.
 - Collaborated with stakeholders to align quality improvement initiatives with organizational goals.
 - Presented findings to senior leadership, leading to the allocation of additional resources for underperforming areas.
 - Implemented patient satisfaction surveys and analyzed results to inform service enhancements.
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EDUCATION

Master of Public Health, **University of Health Sciences**

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Quality improvement, Data analysis, Patient safety, Regulatory compliance, Team collaboration, Training and development
- **Awards/Activities:** Recognized for excellence in quality improvement by receiving the 'Outstanding Achievement Award' in 2019.
- **Awards/Activities:** Led a project that improved patient satisfaction scores by 20% within one year.
- **Awards/Activities:** Authored a peer-reviewed article on best practices in mental health quality management.
- **Languages:** English, Spanish, French