



MICHAEL ANDERSON

DIRECTOR OF QUALITY MANAGEMENT

CONTACT

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SKILLS

- Quality Management
- Patient Safety
- Data Analytics
- Accreditation
- Training and Development
- Regulatory Compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN NURSING,
STATE UNIVERSITY

ACHIEVEMENTS

- Implemented a quality initiative that led to a 50% increase in patient satisfaction scores.
- Received the 'Quality Excellence Award' from the National Health Quality Association.
- Authored a white paper on innovative quality management strategies for healthcare organizations.

PROFILE

Accomplished Personal Care Quality Officer possessing over 15 years of comprehensive experience in the health services industry, focusing on quality management and patient safety. Recognized for implementing innovative strategies that significantly enhance the quality of care delivered to patients. Expertise in conducting thorough evaluations of healthcare services and utilizing evidence-based practices to foster an environment of continuous improvement.

EXPERIENCE

DIRECTOR OF QUALITY MANAGEMENT

Premier Health Systems

2016 - Present

- Oversaw the development and implementation of quality management programs across multiple facilities.
- Analyzed clinical data to identify trends and recommend actionable quality improvements.
- Led interdisciplinary teams to achieve accreditation and maintain compliance with healthcare standards.
- Facilitated patient safety initiatives that reduced adverse events by 40% over two years.
- Conducted regular training and workshops to enhance staff awareness of quality improvement principles.
- Collaborated with external auditors to ensure adherence to regulatory requirements.

QUALITY ASSURANCE MANAGER

City Hospital

2014 - 2016

- Developed and implemented quality assurance protocols that improved patient care delivery.
- Conducted comprehensive audits of clinical practices to ensure compliance with internal standards.
- Engaged with healthcare teams to identify and rectify gaps in service quality.
- Utilized quality metrics to inform strategic planning and operational improvements.
- Led patient satisfaction surveys and analyzed feedback to drive service enhancements.
- Presented quality findings to senior management to influence policy changes.