



MICHAEL ANDERSON

Quality Improvement Manager

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SUMMARY

Dedicated Public Health Quality Specialist with over 8 years of experience in enhancing healthcare processes and improving patient outcomes. Proven track record in developing and implementing quality assurance programs that align with state and federal regulations. My expertise spans across various healthcare settings, including hospitals and community health organizations.

WORK EXPERIENCE

Quality Improvement Manager City Health Department

Jan 2023 - Present

- Developed and implemented city-wide quality improvement initiatives that increased patient satisfaction scores by 20%.
- Conducted regular audits of healthcare services to ensure compliance with public health regulations and standards.
- Collaborated with healthcare providers to identify areas for improvement, resulting in a 15% reduction in hospital readmission rates.
- Facilitated training sessions for staff on quality improvement methodologies and best practices.
- Utilized data analysis tools to track performance metrics and identify trends in public health outcomes.
- Prepared detailed reports for stakeholders to communicate progress and areas needing attention.

Public Health Analyst State Department of Health

Jan 2020 - Dec 2022

- Analyzed public health data to identify trends and inform policy recommendations.
 - Worked closely with community organizations to improve health outreach and education efforts.
 - Participated in the development of health promotion campaigns that reached over 100,000 residents.
 - Assisted in the evaluation of public health programs, leading to a 30% increase in program funding.
 - Created comprehensive reports on health outcomes and disparities for state legislators.
 - Presented findings to various stakeholders to foster collaboration and support for public health initiatives.
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EDUCATION

Master of Public Health, University of Public Health

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Quality Improvement, Data Analysis, Stakeholder Engagement, Regulatory Compliance, Health Education, Program Evaluation
- **Awards/Activities:** Received the 'Excellence in Public Health' award for outstanding contributions to community health initiatives.
- **Awards/Activities:** Led a quality improvement project that resulted in a 25% decrease in emergency department wait times.
- **Awards/Activities:** Published research on health disparities in peer-reviewed journals, enhancing visibility of public health issues.
- **Languages:** English, Spanish, French