

MICHAEL ANDERSON

Surgical Quality Improvement Manager

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As a Surgical Safety Specialist with 6 years of experience, I focus on integrating quality improvement initiatives within surgical departments to enhance patient safety and care. My background in health services administration allows me to approach surgical safety from an organizational perspective, ensuring that policies and procedures align with best practices.

WORK EXPERIENCE

Surgical Quality Improvement Manager | CareFirst Hospital

Jan 2022 – Present

- Managed quality improvement projects that reduced surgical errors by 20%.
- Oversaw the implementation of new safety protocols across multiple surgical teams.
- Conducted training sessions for staff on quality assurance practices.
- Collaborated with department heads to align surgical practices with national standards.
- Analyzed patient feedback to identify areas for enhancement in surgical services.
- Facilitated safety meetings to discuss performance metrics and improvement strategies.

Health Services Administrator | Northside Medical Center

Jul 2019 – Dec 2021

- Coordinated quality assurance initiatives within surgical departments to improve patient safety.
- Developed policies and procedures to standardize surgical practices.
- Engaged with clinical teams to assess compliance with safety protocols.
- Conducted audits to evaluate the effectiveness of safety measures.
- Trained staff on the importance of adherence to safety guidelines.
- Implemented patient satisfaction surveys to gather feedback on surgical services.

SKILLS

quality improvement

project management

healthcare administration

training and development

patient safety

data analysis

EDUCATION

Master of Health Services Administration

2015 – 2019

Metropolitan University

ACHIEVEMENTS

- Achieved a 25% increase in patient satisfaction scores through targeted initiatives.
- Recognized with the 'Leadership Excellence Award' for contributions to surgical quality improvement.
- Implemented a comprehensive training program that enhanced staff knowledge on safety protocols.

LANGUAGES

English

Spanish

French