MICHAEL
ANDERSON

Healthcare Survey Manager

- San Francisco, CA
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Results-oriented Survey Records Manager with extensive experience in the healthcare sector, specializing in patient satisfaction surveys and data analytics. Proven track record in designing and implementing surveys that improve patient care and enhance operational efficiencies. Recognized for strong analytical skills and the ability to derive actionable insights from survey data to inform clinical practices.

WORK EXPERIENCE

Healthcare Survey Manager | Health Services Organization   Jan 2022 – Present

- Managed patient satisfaction surveys to assess service quality and patient experience.
- Developed survey methodologies to ensure comprehensive data collection.
- Analyzed survey results to provide actionable recommendations for service improvements.
- Collaborated with clinical teams to align survey objectives with patient care standards.
- Trained staff on data collection and analysis best practices.
- Ensured compliance with HIPAA regulations in data handling.

Data Analyst | Community Health Research Institute   Jul 2019 – Dec 2021

- Conducted thorough analyses of patient feedback surveys to identify trends.
- Utilized data visualization tools to present findings to healthcare stakeholders.
- Collaborated with teams to enhance survey design and outreach efforts.
- Prepared detailed reports to inform operational strategies.
- Participated in quality improvement initiatives based on survey outcomes.
- Maintained rigorous documentation of survey processes and methodologies.

SKILLS

Survey Methodologies   Data Analysis   Patient Care Improvement   Compliance   Team Collaboration

Quality Assurance

EDUCATION

Master of Healthcare Administration   2015 – 2019
Johns Hopkins University

ACHIEVEMENTS

- Improved patient satisfaction scores by 25% through targeted survey initiatives.
- Received recognition for excellence in data management within healthcare.
- Successfully implemented a survey project that informed new patient care protocols.

LANGUAGES

English   Spanish   French