

HALEY HEALTH SERVICES

Cincinnati, OH • 555-555-5555 • haleyhealth@xavier.edu

EDUCATION

Xavier University

Bachelor of Science: Health Services Administration

Business Minor, Concentration(s): Population Health, Information Systems, Long-term care

GPA: 3.XX/4.0; Academic Dean's List

May 20XX

Cincinnati, OH

HEALTHCARE EXPERIENCE

Care Coordination Specialist

United Way

October 20XX- Present

Cincinnati, OH

- Provide care coordination to Hamilton County residents with social needs related to COVID-19
- Assist in connecting individuals with service or referral partners
- Collect and record appropriate data to ensure referrals are complete
- Utilize the Salesforce platform to complete and track referrals with the service and referral partners
- Collaborate with 211 Operator Specialists to assess and improve the care coordination program

Medical Associate

Care First Urgent Care

May 20XX- August 20XX

Cincinnati, OH

- Implemented new systems and protocols to manage patients, scheduling of treatment, and test results accurately and efficiently
- Efficiently managed the check-in, organization, paperwork, appointments, and phone calls while answering all questions and making decisions regarding health insurance
- Assisting provider with performing patient care activities including taking vitals and gathering a basic background of the patient

Population Health and Quality Improvement Intern

Bon Secours Mercy Health

June 20XX-May 20XX

Cincinnati, OH

- Created Mobile Mammography Pilot campaign project and timeline
- Created EMMI campaign to outreach to 8,000 non-compliant patients for Mobile Mammography pilot
- Completed geotargeting to support mobile mammography pilot project
- Collaborated with the Marketing team and Quality teams to aid in the outreach to patients
- Updated monthly Patient Touch Scorecards with most recent data provided

Nursing Administration Intern

Western Psychiatric Institute and Clinic of UPMC

Summer 20XX

Pittsburgh, PA

- Aided in Magnet certification by creating timelines for the deadlines that needed to be met
- Attended conference meetings discussing the successes and issues of the Magnet certification
- Collected a thousand surveys of patients' experience at the hospital needed for Magnet certification

EXTRACURRICULAR AND LEADERSHIP ACTIVITIES

Children's Charity Club President

20XX-Present

- Club that sponsors a different Cincinnati organization that benefits underprivileged or sick children each year through the events put on during the year in the greater Cincinnati area.
- Leadership Role: In charge of creation of club budget, agendas, event calendar, leading weekly club meetings, and presiding over other board members

COMMUNITY SERVICE

X-Change Board Member

20XX-May 20XX

- Weekly service group that aides in a variety of services that benefit the greater Cincinnati Area.
- Leadership Role: Created semester plans, facilitate weekly service site leader meetings, provided support to all the individuals participating in X-Change.