

STRENGTHS

-  **Provider education**
Practice teams received clear HEDIS guidance, and follow up conversations turned questions into workable documentation actions.
-  **Quality analysis**
Trend reviews surfaced practical gaps for provider teams. Colleagues relied on findings when planning improvement discussions.
-  **Documentation review**
Record review work clarified missing evidence and supported cleaner audit preparation across recurring quality activities.
-  **Partner relationships**
Consistent follow up built trust with clinical partners. Providers returned for help with difficult quality questions.
-  **Field collaboration**
Practice visits connected data findings with daily workflows, giving teams useful context for better quality performance.

SKILLS

- HEDIS

Risk Adjustment
- Medical Record Review

ICD 10
- CPT Coding

Quality Improvement
- Healthcare Compliance
- Quality Data Analysis
- Provider Education
- Documentation Standards
- Quality Audits
- Provider Relationships
- Coding Accuracy

Healthcare Data
- Practice Improvement

SUMMARY

Healthcare quality professional with more than five years supporting provider practices through HEDIS education, medical record review, **risk adjustment**, coding accuracy, and quality improvement work. Experience includes reviewing clinical documentation, analyzing quality data, identifying gaps, preparing reports, supporting audits, and guiding clinical partners across healthcare programs. Work with provider teams has strengthened **documentation standards**, improved coding review, and supported **compliance** with state and **federal requirements**. Clear communication helps translate quality measures into practical actions for physicians, nurses, and operational teams. Field experience includes travel to provider locations, relationship management, and education across product areas. A Bachelor of Science in Health Administration and CPHQ credential support continued contribution to measurable quality outcomes, reliable documentation, and effective practice improvement.

EXPERIENCE

Quality Improvement Specialist, Provider Quality Programs

Midwest Health Quality Partners



April 2023 - Present



Indianapolis, IN

- Supports physician practices and healthcare partners through HEDIS education, documentation review, **risk adjustment** guidance, coding support, quality data analysis, audit preparation, and field based practice improvement. Maintains trusted provider relationships across healthcare programs while translating quality findings into practical actions for clinical and operational teams.
- Educated provider practices on **HEDIS** measures, **documentation standards**, and coding requirements during practice visits
 - Reviewed quality data trends and identified documentation gaps requiring focused provider improvement support
 - Validated **medical record documentation** for audits and supported compliance review across healthcare programs
 - Maintained **provider relationships** through clear guidance, follow up, and practical quality improvement planning
 - Prepared quality reports that helped operational teams act on provider performance findings
 - Traveled to provider locations and delivered education supporting consistent documentation and **coding practices**

Clinical Quality Analyst, Healthcare Data Review

Healthcare Data Solutions



July 2021 - March 2023



Louisville, KY

- Analyzed healthcare records and quality performance information supporting measurement activities, documentation reviews, coding accuracy, provider initiatives, and compliance focused operations. Coordinated findings with internal teams and maintained dependable tracking that helped clarify gaps and guide improvement work.
- Analyzed healthcare records supporting quality measurement activities and accurate provider performance review
 - Applied ICD 10 and CPT coding knowledge when assessing documentation completeness and accuracy
 - Created quality gap reports that directed **improvement opportunities** toward provider support teams
 - Coordinated provider support initiatives with internal teams across quality operations and data services
 - Maintained accurate tracking of quality performance information for recurring operational reviews
 - Supported compliance focused documentation reviews by organizing findings for timely team action

PROJECTS

Regional HEDIS Documentation Improvement



2025

LANGUAGES



MY CAREER



- Quality Improvement Specialist, Provider Quality Programs at Midwest Health Quality Partners (3.4 Years)
- Clinical Quality Analyst, Healthcare Data Review at Healthcare Data Solutions (1.7 Years)

Built a focused review approach for HEDIS documentation gaps, connecting provider education with practical record review findings and follow up actions.

Provider Quality Data Review Program 📅 2024

Created recurring quality data review materials that helped clinical partners see documentation opportunities and act with greater consistency across programs.

LEADERSHIP & AWARDS

- CPHQ credential earned in 2025, recognizing commitment to healthcare quality practice and professional standards.
- Provider education recognition, acknowledged for clear guidance on HEDIS documentation and coding expectations.
- Quality reporting contribution, recognized for dependable findings that supported operational improvement discussions.

EDUCATION

Bachelor's Degree in Health Administration

Indiana University 🎓 GPA: 3.8 📅 2021 📍 Indianapolis, IN

Coursework: Healthcare quality, health information systems, healthcare finance, public health, healthcare law

CERTIFICATIONS

- Certified Professional in Healthcare Quality 📅 2025
- Valid Driver's License 📅 2026

TECHNICAL SKILLS

- **Quality Measures:** HEDIS, quality metrics, measure specifications
- **Coding Systems:** ICD 10, CPT, risk adjustment coding
- **Record Review:** medical record review, clinical documentation, coding validation
- **Quality Reporting:** quality reports, gap reports, performance tracking
- **Audit Support:** quality audits, compliance review, documentation validation
- **Regulatory Standards:** state requirements, federal requirements, documentation standards
- **Provider Education:** HEDIS education, coding guidance, practice coaching
- **Healthcare Data:** quality data analysis, trend analysis, data tracking
- **Quality Improvement:** quality improvement initiatives, gap closure, intervention planning
- **Health Administration:** healthcare operations, provider programs, clinical partnerships

PROFESSIONAL AFFILIATIONS

- National Association for Healthcare Quality, professional quality improvement community member.
- American Health Information Management Association, healthcare information and coding practice member.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST