## **DANIELLE HARRISON**

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### **SKILLS**

* Leadership and crucial conversation communication
* Proficient in all Microsoft Office programs
* Six Sigma & Lean
* CI Certification Experience
* Proficient in the programming systems iCentra, Powerchart, Help2, and Centricity Business
* Excellent customer service and communication skills
* Fluent in Portuguese

### **EDUCATION**

University of Utah | May 2018

*Master of Healthcare Administration*

Brigham Young University ID | 2015

*Health Care Administration – Major*

*Child Development – Minor*

### **PROFESSIONAL EXPERIENCE**

**INTERMOUNTAIN HEALTHCARE | UTAH | 8 YEARS**

**Practice Manager *Family Medicine & Instacare* |April 2019 – present**

* Portfolio Size: 16 Providers & 34.3 FTE (currently 13 Providers & 24 FTE)
* Engage in crucial conversations with caregivers and teams to improve PE metrics and goals
* Coordinate process improvements regarding COVID-19 precautions and safety measures
* Led leadership trainings and discussions to promote manager leader engagement and success
* Review quarterly metrics and budgeting tools to ensure profitable revenue for each department and clinic
* Improved community google review ratings by 2 stars through continuous improvement strategies and 1:1 training with caregivers
* Increased Likelihood to Recommend quality metric score from the 50th percentile to the 90th percentile within 1 quarter through consistent leader and patient rounding

**Practice Supervisor II *Neurology, ENT, Allergy, Stroke, PM&R* |Sept. 2018 – April 2019**

* Portfolio Size: 8 Providers & 12.8 FTE
* Organize daily HUDDLES among clinics and teams to collaborate and brainstorm ideas to improve patient flow and quality of care
* Build professional relationships between staff and physicians that incorporate trust and willingness to become team players

**Practice Supervisor II *Float Pool & Summit Women’s Center* | Aug. 2017 – Sept. 2018**

* Portfolio Size: 5 Providers & 16.8 FTE
* Managed and mentored new employees, clinicians, and providers to improve the quality of care for our patients
* Budgeted and oversaw financial documents within different departments to ensure the overall profit and success of the organization
* Coordinated with clinics and managers within the Utah Valley geographical area to provide coverage to best serve the communities and patients

**Graduate Consultant | Primary Children’s Hospital | January 2018 – May 2018**

* Lead a team in improving teenage patient experience. Gathered observational and numerical data on teen patient usage of designated spaces
* Benchmarked data at Primary Children’s Hospital to various children hospitals within the United States. Created comprehensive data charts regarding findings
* Presented findings and recommendations to the Board of Administrators at Primary Children’s Hospital. Proposed positive implementations and timelines of completion

**Administrative Intern | April 2017 – August 2017**

* Created and implemented a new float pool department to better

**ACTIVITIES / PROJECTS**

* National Honors Society (2006-2008)
* Organized and coordinated the 2015 American Fork Canyon Half & 5K Fight Against Cancer sponsored by Intermountain Healthcare.
* Taught, demonstrated, and trained hospital staff and administration AIDET, a Studer Group technique used in helping patients feel safe and at ease while improving clinical outcomes
* Awarded first place in the Research and Creative Writing Conference for the work entitled, *Strength Training: The Experienced vs. The Inexperienced*
* Educated and encouraged employees to participate in ‘LiveWell’ initiatives to improve self-health
* CI Certification Experience Course
* Presented to CEO of Intermountain Health regarding leadership steps in increased LTR scores from 50th percentile to the 80th percentile
* Women in Leadership 2021 Graduate

serve patients by providing coverage for clinics within the region

* Interviewed, hired, and trained new employees in helping people live the healthiest lives possible. Intermountain Healthcare’s mission, vision, and goals

**Patient Services Representative | UV Vascular Surgery | September 2015 – August 2017**

* Trained newly hired employees patient service strategies and programming techniques. Learned additional training in billing and coding to better serve the medical group clinics
* Implemented a system that decreased patient wait time by 8 minutes. Supported and encouraged co-workers to practice patient service techniques and strategies

**Patient Experience Program Intern | Progressive Care Unit | May 2015 – August 2015**

* Coordinated with the administration and department manager in the Progressive Care Unit to better and improve patient services and quality of care
* Improved HCAHP scores by 70% and implemented trainings with head nurses on Patient Call Manager and its importance
* Coordinated and organized summer events for hospital employees and for the community. Received the “Most Excellent Intern” award

**PROVO RECREATION CENTER | PROVO, UT | 9 YEARS**

*Family Oriented Recreational Programs for the Community*

**Aquatics Specialist, Supervisor & Swim Coordinator | 2007 – 2016**

* Created and modified the Provo Swim School program that engaged and encouraged the community to learn water safety skills for children and adults
* Coordinated swim participants and swim instructors in teaching different swim levels. Managed, trained, and mentored swim instructors in teaching swim skills and water safety topics
* Inspired unmotivated workforce to meet and exceed swim teacher performance standards through personal coaching, acknowledgement, and engagement

**VOLUNTEER EXPERIENCE**

**FULL-TIME MISSIONARY | BRAZIL, RIO DE JANEIRO | 2012** – **2014**

* Coordinated visits with families and individuals in Rio de Janeiro, Brazil for The Church of Jesus Christ of Latter-Day Saints. Initiated language study sessions and taught given material by the church in the Portuguese language
* Trained and mentored new arrival full-time missionaries to plan, consult, organize, and present as a Sister Leader Trainer

**SWIM TEAM COACH | BRIGHAM YOUNG UNIVSERISTY IDAHO | 2010** – **2011**

* Managed and organized swimming events and competitions for young adults while training and coaching participants in swim stroke technique