Metta Care

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Education

Carnegie Mellon University, H. John Heinz III College, Pittsburgh, PA   May 2020
Master of Science, Healthcare & Policy Management; GPA 3.9

Northwestern University, Evanston, IL   May 2018
Bachelor of Science, Healthcare Management

Coursework

Policy: Health Economics, Methods for Public Policy Management, Health Policy, Population Health
Technology: Statistical Reasoning with R, Database Management, Health Information Systems
Management: Healthcare Management, Management Science I & II, Health Law, Compliance & Ethics

Skills

SAS, R, ArcGIS Desktop, ArcGIS Pro, Minitab, SPSS, PowerFAIDs, Microsoft Office Suite including Access, Excel, and Visio

Relevant Experience

Cleveland Clinic, Cleveland, OH   May 2019-August 2019
Administrative Resident Intern
- Analyzed & evaluated data sets on tray utilization to validate preventive maintenance to ensure patient safety
- Created bi-weekly data summary reports and presented to senior executive leadership
- Trained interdisciplinary teams on analytical functions to incorporate into control functions
- Applied LEAN principles to complete tray assembly time-study with a potential increase of 25% in productivity

Northwestern University, Evanston, IL   January 2018-August 2018
Research Assistant
- Assisted with research of communal coping in couples in which once spouse was diagnosed with type-2 diabetes
- Analyzed data using SPSS and Excel from participant interviews and presented the data to faculty leadership
- Recruited over 30 new participants from health fairs and cold prospecting

Academic Projects

Saint Clair Hospital, Pittsburgh, PA   January 2018-May 2018
Sampled 178 patient data sets to determine departments' level of compliance with patient identification policy using Qualtrics data-collection tool.
- Conducted hygiene precaution observations on several nursing units across the hospital system
- Presented data points and a plan-of-improvement with Quality Improvement and Patient Experience staff

UPMC East, Monroeville, PA   August 2017 – December 2017
Collected human resource exit interview data that focused on experiences of nurses leaving UPMC East facility.
- Presented a final report of data trends to C-suite hospital and corporate executives within the system
- Conducted emergency room survey to reduce patient waiting periods

Additional Experience

Deloitte Case Competition; 3rd place winners   January 2019 – present
Healthcare Leadership Academy – Program Manager   August 2018 – present
Bayer Hack-A-Thon Case Competition   October 2018
Resident Assistant – Northwestern University   August 2016 – May 2018