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| |  |  | | --- | --- | | **Jessie M. Joseph MSHI, PMP, CSM** | 66 Glen Hill Road, Wilton CT 06897 | |  |

**Program Manager of Data Analytics**

*Success providing analytics and innovative business solutions and strategies for top-level organizations.*

A results-driven senior leader with extensive experience in managing the entire life cycle of analysis and data reporting to meet regulatory, operational, and performance improvement requirements. Adept at driving strategy and growth of the organization, guiding projects aligned with strategic objectives, coordinating system-wide projects, and implementing processes to support the organization's vision and goals. Highly skilled in overseeing quality data submission for major audits and reports, identifying gaps or areas of low performance in quality measures, and developing planned evidence or outcome-based interventions. Ensure identification and adoption of best practices that will lead to superior process performance while spearheading process design initiatives through various methodologies. Proven achievement leading and supervising quality and value-based initiatives departments which include informatics, QI specialists and analysts, data entry and management, and administrative staff. Promote collaborative relationships with network performance teams and clinical departments through the production of reports and data extracts to enable new and ongoing performance improvement and meet research needs.

Highlights of Expertise

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| * Strategic Management & Planning * Data Analytics & Visualization * Data modelling and Data Prepping * Workflow Analysis & Optimization * Quality / Process Improvement * Pay-for-Performance Initiatives * Customer Relationship Management * Stakeholder Engagement & Collaboration * Communication & Interpersonal Skills * Logical Reasoning & Problem Resolution | * Team Leadership & Development * Training, Coaching & Mentorship * Financial Data Modelling * Clinical Information Systems * Value based Bundle payments * Market Research & Reporting * Program / Project Management * Budget / Cost Control * Executive Presentation * Programming in SQL & VBA |

**Career Experience**

Mount Sinai Health System

**AI Program Manager** (Oct 2023 – Present)

Appointed to lead multiple MSHS AI projects in different Hospital campus using both In-House and outsourced products.

* Assisted the Chief of Staff and the CIO on their AI intake request and governance program and streamline the processes for better performance outcome.
* Coordinated the AI DATA governance committee and supported their initiatives on Research, Education, Clinical and Operations, Policy, Ethics and Governance, and change management on the Executive Leadership.
* Created roadmap for the AI product – MS CO Pilot for the MSHS corporate C- Suite executives.
* Created and maintained the catalog of AI products on behalf of the CIO office and kept everyone informed on the innovation in high-level summary.
* Facilitated and coordinated multiple Brainstorming sessions on behalf of the CIO office to accommodate the innovation of in-house AI products.

St. Jude’s Children’s Research Hospital

**SENIOR PROJECT MANAGER** (April 2022 to Sep 2023)

Appointed to lead multiple strategies for the Analytics and Data governance operations in different scales and phases using large datasets, including overseeing all aspects of data quality and management, compliance, quality improvement, financial data modelling and implementation.

Key Achievements:

* Developed, implemented, and monitor day today operational systems and processes that provide visibility into goals progress and obstacles for our key strategic initiatives.
* Deployed strategies to ensure growth of programs enterprise-wide, identifying and implementing process improvements that will maximize output and minimize costs.
* Implemented and consulted Clinical AI products for the health systems.
* Implemented and successfully transitioned the EMR from CERNER to EPIC
* Acted as a liaison between multiple teams across the organization to share knowledge of PMO methodologies for process improvement.

Mount Sinai Health System

**Program Manager/ Senior Data Analyst** (Nov 2018 to April 2022)

Appointed to lead multiple MSHS projects in different scales and phases using large datasets, including overseeing all aspects of data quality and management, quality improvement, financial data modelling and implementation of value-based payment contracts.

Key Achievements:

* Served as a liaison between Clinical and IT teams to assist in gathering business requirements needed for service line enhancement and data modelling.
* Managed operational and scope aspects of a (HEDIS) clinical measures-based value bonus program and also coordinated the efficient recruitment of Physicians for the Department of Medicine.
* Prepared reports in population health based (SAAS) tools for senior leaders, as well as executive dashboards regarding network shifts using Tableau.
* Guided 30+ administrators in generating both technical and clinical reports with a focus on driving ongoing improvement of respective practices.
* Led the Sepsis and DBN initiative for the system with accountability for automating the process for reporting and updating senior leadership on project progression/status.
* Headed data extraction, manipulation, and preparation work for projects including BDC computer modelling to migrate the $2.7M outsourced project to in-house control, as well as Covid-19 response plan deployment for the whole MSHS in both 2020 and 2021.
* Directed the successful completion of the Cohort-1 Primary Care Performance Monitor (PCPM) for the Ambulatory Care operations using various data sources and streamlined into an effective workflow process.
* Successfully created and implemented the financial data model for the John Hopkins panel-based productivity initiative for MSHS.
* Successfully executed the 2021 PCI value bonus project valued at $1.6M and liaised with relevant teams to produce required dashboards and ad hoc requests.

My Health Access Network, Tulsa, OK

**SENIOR HEALTH INFORMATICS ANALYST** (Mar 2018 to Oct 2018)

Guided in soliciting for business requirements needed for system modifications, enhancement, and implementations while working as a liaison between Operations and IT teams.

Key Achievements:

* Oversaw the efficient execution and completion of multiple projects which included updating project documents, managing project scope, adjusting schedules when necessary, determining daily priorities, and ensuring accomplishment of deliverables within the set time, quality, and budget targets.
* Managed client and stakeholder relationships, addressed inquiries, and followed suitable escalation paths to expedite the resolution of any arising project issues/challenges.
* Acted as an Interim BA for the George Kaiser Family Foundation (GKFF) funded projects CHID II and BIRTH with responsibility for providing analytics required to optimize project implementation.
* Utilized Tableau to customize dashboards for clients and headed internal analyses and monitoring of necessary metrics.
* Collaborated with customer service representatives to gather and interpret client requests and MyHealth governance processes for analytics and reporting products.
* Facilitated effective stakeholders and sponsors’ engagement and conducted various meetings, focus groups, and surveys to synergize performance delivery of a $4M CHID Stage-II project.

Westchester Medical Center, Valhalla, NY

**MEDICAL DATA ANALYST** (Nov 2017 to Jan 2018)

Spearheaded development of operational procedures, refined reporting of clinical data, and supported the senior leadership team in safeguarding compliance with all review/data flow processes and procedures.

Key Achievements:

* Championed the design of standard and custom reports/dashboards or ad hoc assessments for the VP of Clinical Care and Utilization department.
* Finished the year-end care management utilization dashboard with highlights on revenue by units and departments for the network.

Western Connecticut Health Network, Norwalk, CT

**PLANNING ANALYST** (Oct 2015 to Nov 2017)

Worked closely with the strategic planning team and coordinated the planning team, service lines leaders, and various business functions to ensure effective utilization of market trend insight, sales figures, and inventory control processes to streamline operations, reduce costs, and maximize sales/profits.

Key Achievements:

* Monitored market activity via CRM and CHIME/SPARCS (SAAS) to identify new trends and deliver insight to support senior leaders in making informed decisions.
* Contributed to the development of the annual environmental assessment (CHNA, CHIP) and created prompt system-wide statistics reports.
* Completed thorough market research to enable the ongoing provision of market data trends for business plans and developed visual analytics through Tableau.
* Guided the successful execution of the $1M American Hospital Association (AHA) project with oversight for gathering and compiling information from C-level executives for the AHA survey for both Norwalk and Danbury hospital.
* Worked as a liaison between Norwalk Hospital and Norwalk Health Department in creating a health initiative (Healthy Menu Choices) for a Community Health Needs Assessment (CHNA) project.
* Served as project manager CHNA project, organized focus groups, key stakeholder meetings and liaised with the restaurant to efficiently implement the project in Norwalk, CT.

ADDITIONAL EXPERIENCE

**Account Manager** (2014 to 2015) ▪ Tony Wais, Stamford, CT

**Financial Analyst** (2011 to 2014) ▪ Joseph Brothers LLC, Norwalk, CT

**Systems Administrator** (2010 to 2011) ▪ Barbara Schwab and Associates, Norwalk, CT

**Web Designer / Developer** (2007 to 2008) ▪ Northwestern Mutual, Westport, CT

**Education & Credentials**

Sacred Heart University, 2017

**MASTER OF SCIENCE IN HEALTHCARE INFORMATICS (GPA: 3.86/4)**

GSS Jain College for Women, Chennai, India, 2008

**MASTER OF SCIENCE IN COMPUTER APPLICATION (GPA: 4.25/5)**

C.T.T.E. College for Women, Chennai, India, 2005

**BACHELOR OF SCIENCE IN PHYSICS (Letter Grade: A)**

***Professional Development****:* PMP (PMI ID: 3128848), Project Management Institute

CSM, Scrum alliance institute

***Technical Proficiency:*** Microsoft Office (Word, Excel, Outlook, PowerPoint, Access, Project); PMP; Tableau; SQL; EPIC; Clinical Data Analytics; DRG grouping; Medical Billing; CRM; All Scripts; ONBASE; MIDAS; MEDTECH; Visual Basic.