

# MICHELLE P., MPH

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## Clinical Informatics Executive

Transforming Healthcare for 20+ Years through Healthcare Analysis, Business Insights, Population Health Implementation, and Data-Based Decision-Making

**Forward-thinking, motivated business insights leader and data storyteller.** Leverages healthcare information to assess and improve the lives of millions of patients by connecting them to appropriate programs and resources.

**Expert data manager.** Parses disparate data sources and market research (census information, insurance claims, and medical records) to identify patterns of utilization and cost savings.

**Respected team leader and cross-functional collaborator.** Transforms and motivates teams through process improvement and productivity methods. Partners with stakeholders to develop key strategic analyses, reports, and programs.

“Michelle has not only great analytical acumen but also a collaborative approach. She is expert on design, processes, implementation, and methodology education.”

— *Cassandra Toscano, Executive Director, Aetna One Advocate*

### → Audits & MOC

CMS GPRO  
NCQA / HEDIS  
Special Needs Population  
Forward Health Group

### → EMR/EHR

Centricity  
Cerner and AllScripts  
Montefiore / CMO  
EPIC

### → Quality & Operations

Green Belt Certification  
APICS  
CPIM Certification  
Toyota Quality

### → Languages & Tools

SAS  
SQL for MS SQL Server  
Tableau  
R / R Studio Interface

## PROFESSIONAL EXPERIENCE

### RWJBarnabas Health | Somerset, NJ | 2019 – Present

*New Jersey's most comprehensive healthcare delivery system with 3M+ patients, 15 hospitals, and 150+ medical groups.*

### DIRECTOR OF POPULATION HEALTH ANALYTICS

Hired to develop the overall architecture, design, and strategy for the Population Health Analytics division. Generated monthly reports informing executives regarding key services, including Medicaid, Medicare, and commercial payers. Conducted quantitative analyses to address healthcare delivery and quality throughout system. Reported to Senior Vice President.

#### Increased Access & Promoted Wellness for 3+ Million Lives

- **Supported transition from 3 data systems across 11 hospitals into 1 EPIC system.** Deciphered patient codes and unique identifiers to create seamless healthcare experiences for patients regardless of facility or procedure.
- **Told patient stories with data** through the use of machine learning, decision trees, 3D geographic mapping, clinical algorithms, medical claims, billing, and predictive analytics.
- **Recaptured \$2M of system spend** by identifying excess out-of-network spend and determining whether practitioners should be strategically contracted with RWJBarnabas.
- **Spearheaded first-ever collection of financial billing data and quantitative analytics** to analyze patient histories to promote wellness, coordinate care, and increase access.

#### → CORE COMPETENCIES

GPRO Audits  
ACOs & Shared Services  
EHR / EMR Integration  
Claims Databases  
Community Health Workers  
Social Determinants Data  
Claims Processing

#### Improved Audits, Metrics Dashboards & Team Output

- **Increased account processing capacity 300% and grew team from processing 3 contracts to 8;** expanded to commercial, employee health plans, Cigna, and more.
- **Improved 18 of 20 audit metrics from prior year,** including claims and chart reviews. Sourced, built, and monitored logic in anticipation of upcoming audits.
- **Created dashboard with 240 metrics on 3 shared savings accounts** to forecast future spend.
- **Informed key coverage and network decisions** by connecting Excel-based data to create systemized tables and output.
- **Turned around underperforming team** through constructive feedback, culture shifts, and professional development.

## PROFESSIONAL EXPERIENCE (continued)

**EmblemHealth** (formerly HIP Health Plans) | New York, NY | 2011 – 2019*One of the largest nonprofit health plans in the US with 3.1M members and \$10B in revenue.***DIRECTOR OF CLINICAL INFORMATICS** (2016 – 2019) / **DIRECTOR OF MEDICAL ECONOMICS** (2011 – 2015)

Rejoined company to build Medicaid Home Health program infrastructure for 250K insured and to analyze cost utilization for 1M across multiple platforms. Managed 10 staff. Reported to Senior Director.

**Determined Eligibility of Referred Medicaid Members into Home Health Program**

- **Defined logic and designed and monitored data** to support Care Management referrals (1M+ lives) within HMO division, in partnership with Oliver Wyman Consulting.
- **Expanded monthly clinical reporting packages from 4 to 40+, covering 500K+ lives.** Re-engineered and streamlined processes while ensuring data quality contained relevant provider and patient information.
- **Automated reporting and provided timely information to nurses and contractors for 40 shared savings and accountable care organizations (ACOs).** Earned the Platinum Team Award for project.
- **Participated in data quality audits** during overhaul of internal IT systems.

**→ CORE COMPETENCIES**

Process Improvement  
Business Transformation  
Medical Expense & Utilization  
Predictive Modeling  
Risk Assessment

**Sanofi Pharmaceuticals** | Bridgewater, NJ | 2007 – 2010*French multinational pharmaceutical company and the world's fifth largest by prescription sales with \$36B in annual sales.***FORECASTER & GLOBAL PARTNER**

Hired to support the Urologics and Injectables specialty division, and in particular, for the Metabolics launch of the Accomplia pharmaceutical business.

**Generated Monthly Financial Reports for \$4B US Portfolio**

- **Performed demand and lifecycle management for \$350M in revenues** of prescription and injectable pharmaceuticals.
- **Participated as part of an elite forecasting team** to help drive worldwide sales. Submitted budgets to US and French systems within tight timelines.
- **Researched and evaluated product acquisition and business development opportunities;** assessed market readiness with research and IMS data.

**→ CORE COMPETENCIES**

Market Research  
Business Intelligence  
International Teams  
Financial Reporting

## EARLY CAREER

**Manager of Medical & Quality Informatics**, EmblemHealth  
**Manager of Health Management Finance**, Merck  
**Informatics Specialist for the Specialty Management Group (Oxford Health Plans)**, UnitedHealth Group  
**Health Analyst for the Health Information Bureau**, Aetna

## EDUCATION

**Master of Public Health (MPH)**, Columbia University  
**Mini-MBA**, Rutgers Business School  
**Bachelor of Science (BS) in Molecular Biology**, Massachusetts Institute of Technology (MIT)