

## Professional Background

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I have been in the health care field for 36 years and with the Cancer Registry for 29 years. I have performed several positions in the cancer registry field and have experienced many changes in the health care delivery system as well as the many changes in the collection of cancer.

## Skill Highlights

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Collaboration oriented  
Policy development  
Metric design and implementation  
Process improvement oriented

Advocate of positive organizational culture  
Technologically oriented  
Forward thinker

## Accomplishments

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Implemented paperless follow-back system significantly reducing manual work effort.  
Reorganized and motivated staff to reduce significant backlog and developed procedure manuals for CRGC staff.  
Created Policies and Procedures for auditing staff.  
Developed the Recoding Audit Module (RAM), a on-line automated auditing tool, in the Eureka DMS.  
Managed four audit staff (CTR's) while performing 28 state audits.

## Professional Experience

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Director Data Management and Informatics -  
May 2014 to Current

PHI – Cancer Registry of greater California - Sacramento, CA

Manage 26 staff performing data collection, quality control, and abstracting for six regional registries.  
Create and implement standards and practices for documenting program development and management.  
Ensures compliance with policies and procedures.  
Ensure project deliverables are on time and within budget.  
Take appropriate actions to streamline processes to improve operations.  
Research and articulate data necessary for program and process improvement for staff, facilities, and regions.

Ensure all budgets, administrative operations, and program materials are carried out as directed and in compliance with grant and funder requirements.  
Coordinate with Research Program Director and legal counsel to draft and oversee legal documents required for implementation of the program, included but not limited to affiliation agreements, staffing arrangements, MOU's and contracts.

System Analyst V - Auditor and Trainer  
July 2012 to May 2014

University of California Davis Health California (California Cancer Registry) - Sacramento, CA

Project Managed three (3) quality control staff in performing three (3) separate quality control audits statewide.  
Lead in designing audit methodology and sampling method to address quality control (QC) concern or to maintain the integrity of the state database.  
Lead in performing training to state registrars by either traveling to statewide educational meetings, on-site training, or hosting online webinar conferences.  
Lead in collaborating with regional registry directors to develop an intern program as a means of augmenting the initial training.  
Designed process improvement plan that incorporates and ensures audit recommendations and data analysis recommendations are implemented.  
Coordinated and provided functional guidance and direction to Business Analyst IV assigned to assist with education and training work effort.

#### Quality Control Specialist II

August 2003 to July 2012

Public Health Institute California Cancer Registry - Sacramento, CA

Project managed a team of five (5) quality control staff for 25-months to perform manual duplicate resolution of 450,000 duplicate patient records in the statewide cancer database until an electronic option could be programmed and implemented.

Managed the development of an online automated auditing tool. The RAM (Recoding Audit Module) project included project conception, software design, software testing, and software implementation.

Managed three (3) to five (5) quality control staff in performing 49 separate quality control audits statewide. Audit management included audit design, data base sampling, team member oversight, result analysis, and written result of each audit to management.

Coordinated and monitored audit activities of eight (8) regional registries located around the state.

#### Quality Assurance Manager

March 2000 to August 2003

Macro International - Bethesda, MD

Directed and provided oversight of daily responsibilities of three separate audit teams.

Developed audit policy and procedures for new federal contract with the Center for Disease Control and Prevention (CDC) to conduct state quality control audits.

Hired and trained four (4) qualified auditors.

Maintained travel budget for audit activities.

Coordinated complex audit schedule spanning a 60-month period.

Solved many complicated and difficult staff situations.

Resolved complex audit performance problems.

Reported directly to the Chief Operating Officer of Quality Assurance Contracts.

Acted as liaison between the CDC and Macro executive offices.

Provided written analysis of completed audits to the COO and CDC on a monthly basis.

#### Quality Control Specialist I

July 1999 to March 2000

Public Health Institute - Sacramento, CA

Performed six (6) quality control audits on central cancer registries in six (6) separate U.S. states.

Analyzed results of the audits.

Provided final report to the CDC regarding the results of each state audit that included an analysis of the quality of each state's data, identified issues with timeliness, data quality, and/or procedural problems found, and provided recommendations on how to resolve issues identified.

#### Cancer Program Manager

July 1996 to July 1999

St Joseph's Health System - Eureka, CA

Managed daily operations of the Cancer Registry and reported activity to the Chief Operating Officer of St. Joseph's Health System - Humboldt County.

Developed and provided yearly budget proposal to hospital administration for approval.

Administered yearly personnel reviews for two cancer registry staff and one volunteer.

Developed and monitored weekly, monthly, and yearly tasks for cancer registry staff.

Managed and provided training to two full-time Cancer Registry staff, in four hospitals located on the Northern California coast.

Managed the data collection and reporting of cancer cases for four hospitals.

Assured hospital-wide cancer program compliance with regulatory requirements.

Maintained continued accreditation as an American College of Surgeons approved Community Cancer Program at all three hospitals.

Provided oversight of timely data collection and data quality at three hospitals.

Served as community liaison for the St Joseph Health System Cancer Program.

## Education and Training

Associates: Business Management, June 2010  
University of Phoenix - Phoenix, Arizona

Bachelors of Science: Public Administration, July 2016  
University of Phoenix - Phoenix, Arizona

## Certifications

Certified Tumor Registrar - 1996

## Affiliations

North American Association of Central Cancer Registries (NAACCR)  
National Cancer Registrar's Association (NCRA)  
California Cancer Registrar's Association (CCRA)