

WHITNEY CARRIER, MPH

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SKILLS

- | | | | |
|---------------------|---------------------------|------------------------|-------------------------|
| ✓ Quality Assurance | ✓ Performance Improvement | ✓ Accreditation | ✓ Clinical Education |
| ✓ Data Analysis | ✓ Patient Safety | ✓ Infection Prevention | ✓ Administrator on-call |
| ✓ Supervisor | ✓ Compliance | ✓ HEDIS | ✓ Patient Experience |

EXPERIENCE

10/2021 – PRESENT

QUALITY COMPLIANCE COORDINATOR, ETSU COLLEGE OF NURSING

- Ensures the organization's policies and procedures are being followed, and that behavior in the organization meets the Standard Code of Conduct
- Responsible for performing patient chart audits with Health Center staff and consultants to assess individual and organizational compliance with policies and procedures, Continuous Quality Improvement indicators, documentation standards, and compliance with approved and accepted standards of care
- Assists with running reports and documentation necessary to oversee performance monitoring activities of clinical, safety, and quality nature at all sites for the organization, including accurate ICD-10 and CPT coding
- Collaborates with rural health clinic managers to improve quality metrics as defined by HRSA
- Participates in the data information team and provides input on data needs for indicators and outcome measures for quality initiatives, grants, and regulatory requirements
- Reviews and maintains a log of all patient experience and incident reports
- Develops and coordinates annual internal compliance review and monitoring activities, including periodic departmental and medical records reviews
- Presents new or revised policies to the Office of Practice Administration and Board of Directors for approval
- Integrates chronic disease and redesign initiatives into the overall Continuous Quality Improvement process

10/2018 – 10/2021

QUALITY MANAGER, BALLAD HEALTH

- Provided education and feedback to facility leaders and medical staff members regarding crucial patient safety and quality opportunities for improvement
- Coordinated and leads facility activities to ensure regulatory and accreditation compliance (ex., TJC, CMS, OSHA, HIPAA, etc.)
- Served as source contact for Joint Commission certifications of Acute Stroke Ready, Perinatal, and Minimally Invasive Colorectal
- Responsible for effective use of quality support resources to accomplish national goals, blueprint goals, and unique quality and patient safety goals of the facility

- Lead identification and improvement of work processes (procedures) to ensure patient safety
- Participated as a member of the facility leadership team
- Implemented Quality and Patient Safety Plan at the facility.
- Served as subject matter expert regarding quality and patient safety
- Forms and maintains healthy work relationships with all facility leaders, team members, medical staff members, and support leadership
- Managed two direct reports responsible for screening processes
- Responsible for data collection and relaying information to medical staff for review
- Collected and analyzed patient experience data relevant to HCAPS with Press Ganey systems

JUNE 2017 – SEPTEMBER 2018

INFECTION PREVENTION PRACTITIONER, BALLAD HEALTH

- Assured that the Infection Control Plan was developed into policy and accessible to employees and staff as needed
- Responsible for surveillance and reporting of healthcare-acquired infections, diseases of epidemiologic significance to the facility, employee, patient, staff, and visitor exposures or iatrogenic illness, and diseases required by the Tennessee Department of Public Health
- Responsible for reporting conditions that warrant immediate action to prevent illness or injury and for taking independent action when necessary
- Coordinated compliance with The Joint Commission Standards for Surveillance, Prevention, and Control of Infection, the TOSHA Bloodborne Pathogen Ruling (1930.1096), and applicable local, Tennessee State, and Federal Guidelines addressing infection control or infectious diseases
- Working knowledge of the standard of practice followed in the peri-operative areas to include endoscopy and central sterile supply, cardiovascular areas, and Diagnostic Imaging areas
- Collaborated with Team Member Health, Organizational Development, Patient Safety, and Quality

EDUCATION

MAY 2026

DOCTORATE OF PUBLIC HEALTH-HEALTH SERVICE MANAGEMENT AND POLICY,

EAST TENNESSEE STATE UNIVERSITY

MAY 2023

DATA HEALTH ANALYTICS GRADUATE CERTIFICATE,

EAST TENNESSEE STATE UNIVERSITY

AUGUST 2019

MASTER OF PUBLIC HEALTH-HEALTH SERVICE MANAGEMENT AND POLICY,

EAST TENNESSEE STATE UNIVERSITY

AUGUST 2017

EPIDEMIOLOGY GRADUATE CERTIFICATE,

EAST TENNESSEE STATE UNIVERSITY

DECEMBER 2014

HEALTH SCIENCE-HUMAN HEALTH, EAST TENNESSEE STATE UNIVERSITY

