

**EDUCATION**

2015 – 2017	<b>RICE UNIVERSITY, JONES GRADUATE SCHOOL OF BUSINESS</b> Candidate for Master of Business Administration (MBA) Degree, May 2017. Concentrations: Healthcare and Operations. Biotechnology and Healthcare Club, Operations Club. American College of Healthcare Executives Scholarship (2016). <b>Texas Children’s Hospital, Data Analyst and Pricing Consultant – Action Learning Project (ALP), Spring 2016</b> <ul style="list-style-type: none"> <li>Analyzed Texas Children’s Health Plan 2012-15 medical charges, reimbursements, and diagnosis data to calculate projected charges and revenue stratified by healthcare service utilization for 18K patients.</li> <li>Presented recommendations for pricing strategy to ensure more accurate pricing structure.</li> </ul>	<b>HOUSTON, TX</b>
2006 – 2011	<b>UNIVERSITY OF HOUSTON</b> Bachelor of Science in Psychology, <i>summa cum laude</i> . Honors Thesis, Dean’s List (all semesters), Medicine and Society Scholar, Callicutt Scholarship, Summer Research Fellowship, and Provost’s Research Scholarship.	<b>HOUSTON, TX</b>

**EXPERIENCE**

2016	<b>HOUSTON METHODIST HOSPITAL</b> <b>Quality Improvement Intern</b> <ul style="list-style-type: none"> <li>Assisted in implementing improved model of inpatient pain treatment at three Houston Methodist Hospitals.</li> <li>Created protocols; presented to shared governance councils; coordinated with stakeholders to integrate program within existing nursing workflows; and analyzed HCAHPS data from seven pilot units.</li> </ul>	<b>HOUSTON, TX</b>
2011 – 2015	<b>HEALTH SERVICES RESEARCH CENTER, VETERANS AFFAIRS HOSPITAL &amp; BAYLOR COLLEGE OF MEDICINE</b> <b>Lab Manager &amp; Health Science Specialist (2013 – 2015)</b> <ul style="list-style-type: none"> <li>Managed recruitment of 225 patients for \$1.2M implementation/ effectiveness controlled clinical trial of treatment for co-morbid diabetes and depression; trained and oversaw staff of ten; saved project \$10K and 350 hours of labor by revising screening measures to improve efficiency.</li> <li>Completed LEAN Management / Six Sigma Project to improve patient recruitment process by redesigning program databases and streamlining staff workflows to eliminate 120 hours of labor.</li> <li>Coordinated \$100K quality improvement program to re-engineer discharge process and reduce patient readmissions to hospital; managed budget and project staff of seven; collaborated with stakeholders across departments to facilitate systems redesign.</li> <li>Received semi-annual award for driving performance and innovations for excellence.</li> </ul> <b>Lab Manager &amp; Research Coordinator (2011 – 2013)</b> <ul style="list-style-type: none"> <li>Contributed to preparation and submission of 11 federal grants totaling \$17.4M.</li> <li>Developed implementation strategy to improve care coordination; completed and adapted formative evaluation models to guide project integration within clinical setting.</li> <li>Organized training with external partners and clinical staff to introduce therapy program at four outpatient clinics; calculated and presented capacity projections and timelines for staff and patient recruitment.</li> <li>Ensured regulatory compliance for three projects simultaneously; corresponded with auditing boards; maintained data security and protocol compliance to pass annual audits.</li> <li>Published and identified key warning symptoms to reduce hospital readmissions following surgical discharge by surveying and analyzing results from national Delphi panel of surgical experts.</li> <li>Recruited study participants and conducted mental health screenings.</li> </ul> <b>Research Assistant (2011)</b> <ul style="list-style-type: none"> <li>Conducted structured patient interviews in longitudinal study of cancer survivorship (see publication below).</li> <li>Performed medical record reviews and analyzed qualitative data (see publication below).</li> </ul>	<b>HOUSTON, TX</b>

**ADDITIONAL INFORMATION**

**Board Experience:** Gulf Coast Medical Group Management Association, Student Board Member (2015 - Present)  
**Certifications:** LEAN Management / Six Sigma Yellow Belt Systems Redesign Certification  
**Memberships:** American College of Healthcare Executives, Gulf Coast Medical Group Management Association  
**Publications:** 10 peer-reviewed publications available at [http://www.researchgate.net/profile/Levi\\_Herman](http://www.researchgate.net/profile/Levi_Herman)