

GABRIELLE C. JACKSON, MD

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Insightful and highly resourceful Project Manager offering expertise in the healthcare industry, process improvement, staffing, performance management, client services and leadership. Experience with completion of key initiatives from start to finish ensuring project timelines are met. Maintain effective communication with stakeholders and interdisciplinary team members to enhance comprehension of product value and usage. Quickly acquire working knowledge of practice operations in various healthcare settings. Prepare strategic analysis for business and operational growth opportunities for clients. Demonstrate the ability to drive holistic project plans through process, system, organization and facilities changes specific to project needs.

Areas of Expertise:

Healthcare Operations • Program Management • Interdisciplinary Teams • Stakeholder Relations • Process Improvement
• Client Services • Staffing • Developing/ Tracking Budget • Performance Management • Leadership •
Planning • Strategic Analysis • EMR/ EHR • Written/ Verbal Communication • Team Building • Microsoft Office Suite

EDUCATION AND PROFESSIONAL DEVELOPMENT

DOCTOR OF MEDICINE, University of Texas Health Science Center at the San Antonio School of Medicine, San Antonio, TX
BACHELOR OF SCIENCE – PSYCHOLOGY, Xavier University of Louisiana, New Orleans, LA
AFFILIATIONS: American Medical Association; Medical Science Liaison Society

PROFESSIONAL CAREER NARRATIVE

Houston Community College, Biology Department

2020 to Present

ADJUNCT PROFESSOR

- Developing, delivering, and reviewing course material and syllabi.
- Creating a classroom environment where students feel comfortable participating and learning.
- Setting up assessments based on departmental regulations and requirements.
- Preparing students for assessments and providing helpful performance feedback.
- Providing extra support to students who require it and scheduling consultation times where questions and concerns can be voiced.
- Answering students' questions and providing feedback on assignments or essay drafts.
- Assisting other faculty members with lesson plans and assessments.
- Recommending additional readings or advice to students as required.
- Keeping up-to-date with advancements in the field and integrating new knowledge into lessons.

Altus Biologics

2020 to 2021

PROJECT MANAGER

Project manager ensuring the implementation of injection and infusion biologic services to medical practices nation-wide.

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Measure project performance using appropriate tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Perform risk management to minimize project risks
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
- Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels
- Track project performance, specifically to analyze the successful completion of short and long-term goals
- Meet budgetary objectives and make adjustments to project constraints based on financial analysis

- Develop comprehensive project plans to be shared with clients as well as other staff members
- Use and continually develop leadership skills
- Attend conferences and training as required to maintain proficiency
- Perform other related duties as assigned
- Develop spreadsheets, diagrams and process maps to document needs

Scribe America

2016 to 2019

PROJECT MANAGER

National project manager, overseeing the implementation of new medical scribe programs within hospital systems, community health clinics and private practices.

- Cultivate relationships with stakeholders to ensure accurate assessment of physician needs and practice goals of the medical scribe program are established, guaranteeing a practice-tailored scribe program is delivered.
- Evaluate available resources at project sites through effective communication with front-line Practice, IT and HR managers to prevent delays associated with site credentialing and on-boarding.
- Work diligently with practice managers, physicians and ancillary medical staff to establish most effective clinic flow to increase physician efficiency by 14%.
- Establish relationships with local college and university professors and career services offices to recruit and hire over 75+ highly motivated students interested in pursuing careers in healthcare.
- Use understanding of CMS reimbursement regulations and medical billing and coding to inform trainees on how provide completed documentation to ensure client's receive highest possible return on investment.
- Acquire super user knowledge of EMR documentation systems (iKnowMed, EPIC, NetGen, Centricity, Meditech, eClinicalWorks) to develop site-specific training guides for trainees to proficiently use site EMR prior to clinical training.
- Utilize extensive medical knowledge and clinical experiences to deliver pre-clinical and clinical instruction to trainees, establishing and building on the foundation of knowledge needed to become exemplary medical scribes.
- Develop pedagogical aids that have resulted in an 87% improvement of scribe retention rates.
- Manages new scribe team to ensure 100% provider scribe coverage is established and maintained throughout the life of the program.
- Provide weekly updates to stakeholders on status of implementation to develop plan of action for roadblocks, ensure resources are in place for use and monitor project progress.
- Remain flexible in the face of rapidly changing demands and priorities to ensure client goals are met within allotted time frame and at least 10% under budget.

University of Texas Health Science Center, San Antonio School of Medicine, San Antonio, TX

2013 to 2015

ASSISTANT – Office of Diversity and Student Professional Development

Consistently collaborated with team members to develop and implement student initiatives, policies and procedures while driving improved student performance outcomes. Coordinated admission recruitment efforts at regional and national levels.

- Developed and administered programming that targeted students at each level of their education experience to determine academic support needs.
- Assisted students in identifying formative experiences, achieving academic goals, and completing graduation requirements.
- Developed and maintained contacts with external offices and programs and participate in relevant professional association meetings.
- Assisted in the creation and maintenance of databases with statistics, demographic data, and contact information relevant to the pre-health professions contingent and to track alumni.
- Actively supported design processes for brochures and the website to aid in the retention of Undergraduate Medical Education (UME) and Graduate Medical Education (GME) students.
- Calculated and compiled medical school statistics of applicant interviews, acceptances and matriculation; composed, presented and submitted annual reports.
- Worked with the Assistant Dean to develop and implement services to improve the quality of educational and social experience for students.