

Miranda Glenn, BS



**OBJECTIVE:** To obtain an Administrative contractual, full or part-time position in the healthcare industry.

**SUMMARY:**

- Managed the Pennsylvania Patient Safety Reporting System (PA-PSRS) Website with experience in eCTD and SPL publishing in patient safety and oversaw daily workflow operations of all internal and external departments.
- Project management professional using scaled agile framework and waterfall methodology.
- Familiarity with quality improvement models, specifically the IHI model for Improvement, and Systems Factors Engineering. Knowledge of National Standards and outcomes for quality, safety, and healthcare such as CMS Core Measures and Value Based Programs, AHRQ Patient Safety Indicators, Leapfrog, and US News and World Report publications.
- Performed Center for Medicare and Medicaid Services CMS Section 508 remediation on all electronic deliverables. I had primary responsibility for the Pennsylvania Patient Safety Authority adhering to 508 compliance protocols
- Focus Group experience performing Root Cause Analysis on diagnostic errors that are directly associated with system factors, communication efforts, and team cognitions.
- Responsible for *Pennsylvania Patient Safety Advisory* masthead board of directors and panel additions, holds, changes, and reassignments.
- Assisted the Executive Director, PSO Operations and Analytics and Executive Vice President and Chief Policy and External Affairs Officer by evaluating new or existing ECRI state and federal proposals through cost analysis and other technical modifications; monitored contractor performance in relation to a project completion schedule; and issued change orders after settlement negotiations for contract changes and/or terminations.
- Responsible for updating (PA-PSRS) contact database with new contact information, deletions, or changes to healthcare staff accurately and within established timeframes. Automated this process for Pennsylvania Patient Safety Officers to update their own information as well as activate or deactivate users of the PAPSRS system.
- Established and maintained press coverage contacts with Pennsylvania AM/FM radio stations, television news channels, and newspapers related to receive the (electronic version) of the Pennsylvania Patient Safety Authority's quarterly publication of the *Pennsylvania Patient Safety Advisory*.
- Created and designed PassKey Web pages, a confidential SharePoint database for healthcare facilities to collaborate on focused patient safety concerns, problems and initiatives. Worked closely with Hewlett Packard (HP) to clearly identify specific user permission access to document libraries for select workgroups.
- Documented compliance issues and remediation of gaps between Website functionality and accuracy.
- Over 12 years experience in Program Management with Information Technology Service Management (ITSM) guidelines and practices for a non-profit Patient Safety Organization, corporations, state agency, and a limited liability company.
- Provided the highest achievable customer service possible; managed statewide problems and service requests related to help desk inquiries/tickets.
- Highly knowledgeable on patient and healthcare provider (HCP) marketing and social media platforms. Built relationships across social media channels for cross-functionality of metrics.
- Lead role in identifying patient safety concerns and influential in implementing solutions to those issues.
- Analyzed and reported basic demographic information and statistical measurement of marketing campaign results, website traffic, and social media interests.
- Designed layouts for publication of marketing material, annual reports, and medical journal of the *Pennsylvania Patient Safety Advisory*.
- Edited recordings of webinars and YouTube video campaigns.
- Organized content for retrievable search engine optimization (SEO) through the Google search engine, among others.
- Created and managed Wikipedia, Facebook, YouTube, and Twitter accounts and maintained them daily among other internal technical documents, policies, and procedures.
- Leadership performance by preparing and independently moderating team meetings.
- Designed scope of work, project schedules, cost/pricing analysis, and allocated multi-department resources for client proposals.
- Wrote a marketing services life cycle summarizing how technology affects Pennsylvania hospitals, ambulatory surgical centers, birthing centers, abortion facilities, and nursing homes always under pressure and adhering to constant time constraints.
- Developed relationships with state Representatives and Senators as the main contact at senior exposition/health and wellness fairs and/or legislative events across the Commonwealth of Pennsylvania.

- Created policies and procedures on Website functionality to support business logistics.
- Experienced and educated in writing and editing technical documents; written social media posts; imagery video content for publication, and marketing campaigns; newsletters; user manuals; brochures; pocket guides; posters; video scripts; e-mail campaigns; infographics; white papers; annual reports; presentations; tutorials; Website content; and managed and prioritized Pennsylvania hospitals and health system projects simultaneously.
- Participated in User-Acceptance Testing (UAT) analytics and facilitated the resolution of program enhancements.
- Worked closely with IT to produce and maintain reports for key stakeholders on the software development lifecycle.
- Developed proposals for projects "planned vs. actual" budget variances, and webinar scripting.
- Regulatory obligations and adverse event reporting and review.

#### **EDUCATION:**

**The Pennsylvania State University, United States, State College, Pennsylvania, B.S., Health Policy and Administration, Business minor, Dec. 2000.** Interested in furthering my education and supporting my 12+ years work experience in patient safety by obtaining advanced degrees.

Internship: New York Life

Externship: The Hospital of the University of Pennsylvania

#### **COMPUTER SKILLS:**

SharePoint; Microsoft Office Suite; Android and iPhone knowledge; SEM; HTML; XHTML; CSS; Adobe Analytics; Tag management (DTM), Java; Photoshop exposure; CRM; DRM; Adobe DTM; EXP; Computerized Patient Record System (CPRS); JavaScript; working knowledge of Google Analytics and Google Cloud; builds confidential Web dashboards.

#### **CERTIFICATION:**

**Temple University, Fox School of Business, United States, Philadelphia, Pennsylvania, -- Certificate of Course Completion for Foundations of Project Management and Exam Prep in Project Management, Mar. 22, 2016 – Apr. 16, 2016**

- MidAtlantic Employers' Association, certificate of continuing education in business writing with emphasis on e-mails, 2014, King of Prussia, PA.
- Lexington Insurance, managing risks of emerging healthcare technology: EHR, eDiscovery, and social media

#### **EXPERIENCE:**

**May, 2022 -present:**

Spa Elysium & Fringe Ltd, United States, Chestnut Hill, Pennsylvania  
Front Desk Assistant and Shampoo Assistant (part-time, current)

**Dec. 2022 -present:**

The Fresh Market, United States, Chestnut Hill, Pennsylvania  
Cashier, Bulk (part-time, current)

Albertsons LLC, ACME, United States, Chestnut Hill, Pennsylvania  
Pharmacy Technician (part-time, current)

**Feb. 2018 -Jul. 2018:**

Albertsons LLC, ACME, United States, Chestnut Hill, Pennsylvania  
Meat Clerk (part-time)

- Stocked and rotated deli lunch meat and side dishes to maintain presentation and freshness.
- Wrapped deli lunch meat (pre-preparation of deli sandwiches) accounting for accurate quantity and quality.
- Maintained cleanliness and sanitation of work area and equipment.
- Delivered friendly customer service within reasonable time frames and offered selling suggestions on sale items.
- Provided customer requested trim of deli lunch meats and maintained temperature levels in retail cases.
- Prevented sale of spoiled and/or outdated items.
- Weighed, labeled, coded, and reworked reduced items to clearance refrigerators.

Rite Aid, United States, Chestnut Hill, Pennsylvania

Assistant Manager (40 hrs. week)

- Aided the Store Manager with daily operations to maximize profit and minimize loss, and responsible for the completion of all opening and closing procedures.

- Provided exclusive customer service by incorporating polices and procedures learned through the learning management system.
- Verified all outdated product, and product with less than 30 days be removed from the sales floor and processed through the established returns process.
- Prepared cashier drawers for exact cash disbursement and assisted cashiers when customer lines were long with retail checkout and bagging.
- Worked with vendors to ensure orders were documented based on stores replenishment needs, verified the accuracy of vendor invoicing, and entered invoices into the accounts payable system.
- Merchandised all aisles, and end-caps to guarantee merchandise was set-up according to plan-o-grams.
- Analyzed operating reports and made recommendations for improvement, adhered to all regulatory and compliance related legislation and policies.

**CVS Pharmacy**, United States, Chestnut Hill, Pennsylvania

Store Supervisor (40 hrs. week)

- Completed basic operations and learned CVS cashiering.
- Assisted customers with their questions, problems and complaints and promoted a positive customer experience.
- Faced inventory and fully stocked shelves.
- Helped customers with development of personal photographs and photographs for United States passports.

**Oct. 2016 -Oct. 2017:**

**Campers Inn**, United States, Hatfield, Pennsylvania

RV Matchmaker/Sales Associate (40 hrs. week)

- Worked with an industry leading team selling new and used RV's including: Class A, Class B, Class C, fifth wheels, travel trailers, truck campers, pop-ups, toy haulers, and destination travel trailers.
- Demonstrated and educated customers on units after thorough training from manufacturers.
- Adhered to Campers Inn trusted door-to-deal sales process by coordinating with sales, service, and finance departments.
- Attended America's largest RV show in Harrisburg, Hershey, Pennsylvania September 13-17, 2017.
- Inspected RV's for quality of work, detailing, cleanliness, and tags with the service department, prior to customer pick-up.
- Maintained customer relationships in Campers Inn client management system for referrals, future purchases, and general interest.

**Pelican Leisure Sports**, United States, Quakertown, Pennsylvania

Patio Furniture and Umbrella Sales Representative (40 hr. week)

- Patio furniture brands sold: DWL, Telescope, Jensen, Treasure Garden, North Cape, and Atlas. Fire tables, and Treasure Garden umbrellas and umbrella bases
- Designed creative space on store walls to display Sunbrella patio cushions.
- Opened all outside umbrellas at the start of each day, and closed them in the evenings.
- Cleaned and stocked delivery trucks with clearance sale items, and new patio furniture or accessories.
- Tagged all reduced inventory for display of new brands.
- Allocated space between tables and chairs to allow a clear walkable path for customers.
- Wiped pollen off outside chairs and tables daily.

**May. 2016-Feb. 2017:**

**Blue Grotto, technologies**, United States, Plymouth Meeting, Pennsylvania

Pharmaceutical Contractor (part-time)

- Worked on a PowerPoint presentation for AstraZeneca that would accompany a training manual.

**Macy's**, United States, Plymouth Meeting, Pennsylvania

Seasonal, Cashier/ Retail Sales Representative (part-time)

- Greeted customers, and escorted customers to fitting rooms.
- Completed transactions on the cash register.
- Tidied garments on hangers, straightened items on shelves and in drawers.
- Processed payments, applied coupons, issued receipts, and bagged purchases neatly.

**Pennsylvania Consulting Safe Home Care Services, LLC**, United States, Philadelphia, Pennsylvania

Entrepreneur (on hold)

- Hires individuals for support with daily home care activities and self-administered medications;
- personal care (i.e., hygiene, dressing, and nutritional meal planning and preparation);
- homemaking (i.e., household tasks, cleaning, decorating, organizing, shopping, and transportation);
- companionship (i.e., reading, art therapy, well visit, children visits, movement therapy);
- schedules professional therapies (i.e., physical, speech, occupational, holistic, meditative);
- respite care (i.e., support provided to families)

#### **PROFESSIONAL EXPERIENCE:**

**Sept. 2008- Nov. 2009:**

**Abington Hospital – Jefferson Health**, United States, Abington, Pennsylvania

Outpatient Registrar – Laboratory (part-time)

- Labeled and entered blood, urine and stool tests and specimen as a part-time evening position.
- Entered patient information into the Abington Hospital – Jefferson Health system and verified primary and secondary insurance coverage and processing.

**Aug. 2004 -Jan. 2016:**

**ECRI Institute**, United States, Plymouth Meeting, Pennsylvania contracted with the **Pennsylvania Patient Safety Authority**, United States, Harrisburg, Pennsylvania (40 hrs. week)

**Program Coordinator, Marketing and Communications Specialist, Project Manager, Webinar and Social Media Expert**

- Received the John M. Eisenberg Award in 2006 from the National Quality Forum and the Joint Commission, based on the success of this program.
- Lead role on Authority's journal design, typesetting (i.e., content upload of *Advisory* articles using HTML by tagging headers, bookmarking, development of comprehensive educational toolkits, created Web pages and monitored/maintained postings of the Authority's quarterly online and (very small amount of print) journal of the *Pennsylvania Patient Safety Advisory*.
- Supported executive and clinical staff with program operations for PA-PSRS, a statewide mandatory reporting system for adverse events and near misses, under contract to the Pennsylvania Patient Safety Authority.
- Worked closely with the Director of Communications at the Pennsylvania Patient Safety Authority and developed e-mail campaigns for monthly healthcare observances, among other delegated tasks and projects.
- Managed database accounts using Constant Contact for marketing campaigns and communications.
- Maintained statistical data for program measurement on weekly and monthly metric reports; established and maintained project plans with project goals, milestones, tasks, deliverables, quality standards, ensured budgetary accountability, and associated timelines.
- Conducted Cisco WebEx, and GoToMeeting webinars on clinical patient safety topics for Pennsylvania hospitals, ambulatory surgical facilities, birthing centers, nursing homes, and abortion facilities.
- Implemented policies and coordinated efforts throughout multiple teams including: marketing, media services, customer service, printing, shipping, and information technology.
- Registered over 1,100 individuals for nursing home Healthcare-Associated Infection (HAI) training at 30 PA locations.
- Skilled in new employee orientation plans.
- Created surveys for reporting healthcare facilities and aggregated data for routine analysis.
- Proficient in project budget operations, travel arrangements, and expense reporting.
- Developed new contracts for ECRI Institute and negotiated expected deadlines among team members.
- Provided transcripts from webinar recordings for the issuance of continuing education credits. Those who attested to attend the webinar were awarded credit from the Commonwealth.
- Scheduled routine system enhancements using an in-house user acceptance testing model.
- Reviewed and copyedited *Pennsylvania Patient Safety Advisory* articles, PA-PSRS Training Manuals, and Annual Reports.

#### **QUALIFICATIONS:**

Patient safety project management; clinical communications, workflows, and coordinated care; managing multiple tag management systems; learning management systems; data warehousing; electronic product development that increases health system market usage; analyzes market competition and identifies strategies for market improvement; streamlines system functionality; troubleshoots inaccuracies during beta-testing; interacts with writers; unified communications; digital analytics; scrum master; information resources tools; digital design and development; decision making on marketing efforts; excited about Web technologies to support business value; traffic generation including search, e-mail, and advertising; gantt charting; Web performance improvement; managed content development and publishing; e-commerce; development of presentations; defines red-threads; QR code creation; Medicare and Medicaid knowledge; leadership; maintains SharePoint Professional with design capabilities to establish permission level control; influences key stakeholders to ensure business objectives are met; supports executives, management directors, boards, customers, and government officials; builds awareness with media; patient marketing brand tactics; participates with collaborative teams; problem solving; monitors decisions that maximize returns across program;

executes segments and evaluates effectiveness of marketing campaigns and marketing plan; implements governance policies for competitive programs; 12+ years as a Project Manager using agile and waterfall methodology; business-to-business operations; collaborated with legal and contract administration to develop clauses, negotiations, and resolve issues related to justification; managed the implementation and execution of contracted documents; attended years of senior exposition legislative events; editing and writing; continuing education in the healthcare sector; experience with Web analytics, testing and site optimization; budget development; scope management plans and work breakdown structure for cross functional projects; negotiated scope changes with stakeholders; campaign development and tracking.

#### **BIOGRAPHY:**

**Miranda R. Harkins BS, Program Coordinator, Marketing and Communications Specialist, Project Manager, Webinar and Social Media Expert, [ECRI Institute](#), United States, Plymouth Meeting, Pennsylvania contracted with the [Pennsylvania Patient Safety Authority](#) United States, Harrisburg, Pennsylvania**

- Miranda has experience in project management, communications, marketing, data warehousing, publication/promotional mailings, recruiting, and operations. Miranda implemented polices for new process operations and has coordinated the effort throughout multiple teams.
- Miranda supported PA-PSRS program/clinical staff as mandated in [Act 13, 2012](#) with developmental operations for the [Pennsylvania Patient Safety Reporting System \(PA-PSRS\)](#), a statewide adverse event and near miss reporting system, under contract to the Pennsylvania Patient Safety Authority, from 2004 through 2016.
- Miranda addressed hospitals, and long term care facilities on help desk related questions regarding HealthcareAssociated Infections as mandated in [Act 52, 2007](#), throughout her tenure with the Pennsylvania Patient Safety Authority.
- Miranda was instrumental as the Program Coordinator and help desk representative for the (PA-PSRS) Pennsylvania Patient Safety Reporting System. She has invaluable experience in publication design and typesetting, educational program coordination, communications, legislative outreach, relationship building and relationship maintaining.
- Miranda developed multiple educational tools for the [Pennsylvania Patient Safety Advisory](#). She provided support and assistance to ECRI Institute, ISMP (Institute for Safe Medication Practices), and the Pennsylvania Patient Safety Authority project staff in the development and coordination of educational conferences.
- Miranda is an author to published articles and briefs in the *Advisory* and has served as a reviewer in editing the process for the PA-PSRS *Patient Safety Advisory* annual reports, system enhancements, the PA-PSRS Acute and Nursing Home User Training Manuals, and publication articles, among other documents.
- Miranda compiled research for the Clinical Director, on the topics of abortion, wrong site/side surgery, and colonoscopy perforations in Pennsylvania. Her first project at the Pennsylvania Patient Safety Authority was on accurate identification of patients [color-coded wristbands](#).
- Miranda developed statistical data on weekly and monthly metric reports, lead projects, maintained databases and monitored system processes, and routinely tested implementation and functionality of PA-PSRS system enhancements.
- Miranda worked closely with various departments including: marketing, engineering, media services, customer service, shipping and receiving, and information technology. In addition, she attended many legislative senior exposition trade shows throughout Pennsylvania, customer/client events in Harrisburg, PA, and coordinated educational training on root cause analysis and failure mode and effects analysis.
- Miranda served as project staff during three regional “focus” group discussions conducted with Patient Safety Officers from healthcare facilities throughout Pennsylvania. The purpose of the meetings was to gain insight on how PA-PSRS can best help Patient Safety Officers (PSO) improve patient safety and seek feedback from the PSO’s on the current and future direction of PA-PSRS. Miranda served as a contributing author to the methodology section of the report. Miranda assisted with the compilation and analysis of the participants discussion and responses to topic questions. In March of 2007, this report helped in the development of future efforts for PA-PSRS and the Pennsylvania Patient Safety Authority.

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References furnished upon request

To Whom It May Concern

February 2023

Miranda has professional experience in patient safety, risk management, and public health. She held several titles during her tenure at ECRI. She was the project manager, program coordinator, webinar and social media expert, administrative assistant (job share) and marketing/communications specialist for a contract ECRI held with the Pennsylvania Patient Safety Authority. Additionally, she was an administrative assistant for [ECRI PSO](#), a patient safety organization. As a detail-oriented individual she managed new and existing state and federal contracts for the Executive Director of PSO Operations and Analytics and Executive Vice President and Chief Policy and External Affairs Officer.

ECRI Institute PSO was contracted to the [Pennsylvania Patient Safety Authority](#) (PSA), an independent state agency responsible for reducing and eliminating medical error in the Commonwealth, for over a decade. The Authority is governed by an 11-member board appointed by the Governor. In 2006, PSA won the John M. Eisenberg award in patient safety from the National Quality Forum and Joint Commission. All Pennsylvania hospitals, ambulatory surgical facilities, certain abortion facilities, and birthing centers are mandated to report serious events (medical error that caused patient harm) or incidents (medical error that could have harmed the patient) or infrastructure failures (a disruption of a service in a medical facility) within 24 hours of event confirmation to the Pennsylvania Patient Safety Reporting System (PAPSRS). Infection preventionists at nursing homes and ambulatory surgical facilities are mandated to report healthcare-associated infections [Act 52 of 2007](#)).

PA-PSRS is probably the largest patient safety database in the world. Since 2003, the patient safety surveillance system has collected four million event reports. The *Pennsylvania Patient Safety Advisory* is the Authority's peer-reviewed quarterly journal and [\(Act 13 of 2012\)](#) requires all patient safety officers and CEO's of every required healthcare facility to receive the *Advisory*. Since the *Advisory's* inception, healthcare facilities have implemented more than 5,000 patient safety best practices. The Authority has an additional 4,000 subscribers in 46 states and 33 countries.

Miranda was responsible for maintaining all *Advisory* and educational content on the Authority's Website, PA-PSRS, and PASSKEY; a confidential web-based portal for facilities to work collaboratively on selected program initiatives to share positive patient safety strategies and lessons learned. Miranda incorporated a marketing plan and ensured *Advisory* material met program goals. She was instrumental in issuing continuing education credit and managing Cisco WebEx webinars for those who participated in educational learning. Miranda was the primary representative for legislative events across Eastern Pennsylvania and distributed patient safety tips for consumers. She wrote numerous patient safety briefs for chosen social media platforms and *Advisory* announcements.

Miranda is interested in learning more about this position and is convinced that her background would be rewarding additions. Miranda is keenly focused, highly organized, enthusiastic, a self-starter, flexible, and determined. Miranda is passionate about writing and editing policies and supporting government. Miranda comes with a few years of volunteering knowledge in the Medicaid program, and frequently suggested improvements to the Pennsylvania Department of Health and others in the hope to make things easier for the Medicaid recipient. Her contributions were voluntary and she was vocal in expressing barriers and system breakdowns, where necessary. A realistic short-term goal is graduate school a short yet longer term goal is Entrepreneurship. Miranda graduated from Pennsylvania State University, State College with a Bachelor of Science in Health Policy Administration and a minor in Business Management.