

ABBYGAIL MCCROSSIN

Healthcare Project Manager

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PROFILE

A Healthcare Project Manager with 5 years of experience in successfully managing and implementing projects within the healthcare sector. Expertise in strategic planning, team leadership, and process improvement with a proven track record of delivering high-quality results on time and within budget. Strong interpersonal and communication skills, adept at collaborating with cross-functional teams and stakeholders to achieve organizational goals. Proficient in project management methodologies and tools. Committed to driving innovation and efficiency in healthcare services.

LINKS

[linkedin.com/in/abbygailmccrossin](https://www.linkedin.com/in/abbygailmccrossin)

SKILLS

Risk Management

Budgeting

Scheduling

Team Coordination

Quality Assurance

Stakeholder Communication

Agile Methodology

LANGUAGES

English

Japanese

EMPLOYMENT HISTORY

Healthcare Project Manager at Novant Health, NC

Apr 2023 - Present

- Successfully implemented a new Electronic Health Record (EHR) system across 15 hospitals and 350 clinics, resulting in a 20% improvement in patient data accessibility and a 15% reduction in medical errors.
- Streamlined patient scheduling processes by introducing a centralized appointment system, leading to a 25% increase in patient satisfaction scores and a 10% reduction in no-show appointments.
- Led a cross-functional team to optimize supply chain management, resulting in a 30% reduction in inventory costs and a 15% decrease in order processing times.
- Coordinated the integration of telehealth services into the existing healthcare system, expanding virtual care capabilities by 50% and increasing patient access to specialists by 35%.

Associate Healthcare Project Manager at Duke Health, NC

Jul 2018 - Feb 2023

- Successfully managed the implementation of a new Electronic Health Record (EHR) system across 5 clinical departments, resulting in a 20% improvement in patient data access efficiency and a 15% reduction in medical errors.
- Streamlined the patient scheduling process by leading a cross-functional team to develop and execute a new appointment management system, increasing patient satisfaction scores by 25% and reducing wait times by 30%.
- Coordinated a \$1.5 million healthcare infrastructure upgrade project within Duke Health, completing the project 2 months ahead of schedule and 10% under budget, while ensuring minimal disruption to patient care services.

EDUCATION

Master of Healthcare Administration at University of North Carolina at Chapel Hill, NC

Aug 2014 - May 2018

Relevant Coursework: Healthcare Policy and Economics, Quality and Performance Improvement, Healthcare Information Systems, Financial Management, Strategic Planning, Human Resources Management, Legal and Ethical Issues in Healthcare, and Healthcare Operations Management.

CERTIFICATES

Project Management Professional (PMP) with a focus on Healthcare