

# Sherree Kaui

Patient Navigator

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## Education

### Bachelor of Science in Health Services Administration at Texas State University, San Marcos, TX

Sep 2017 - May 2022

Relevant Coursework:

Healthcare Management, Health Policy and Law, Financial Management in Healthcare, Healthcare Information Systems, Quality and Performance Improvement, Healthcare Marketing, Human Resources Management, and Healthcare Strategic Planning.

## Links

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

## Skills

Empathy

Active Listening

Cultural Competence

Health Literacy

Motivational Interviewing

Time Management

Electronic Health Record (EHR) proficiency

## Languages

English

Russian

## Profile

Dedicated Patient Navigator with 1 year of experience in providing exceptional patient support and guidance throughout the healthcare journey. Skilled in facilitating communication between patients, medical professionals, and insurance providers, while ensuring timely access to care and services. Strong background in healthcare administration and adept at addressing patient concerns with empathy and compassion. Committed to advocating for patients' needs and improving overall healthcare experience.

## Employment History

### Patient Navigator at Texas Health Resources, TX

Mar 2023 - Present

- Successfully assisted over 1,000 patients in navigating through the healthcare system at Texas Health Resources, ensuring timely access to care and improving patient satisfaction by 30%.
- Developed and implemented a streamlined appointment scheduling process that reduced patient wait times by 25% and increased the overall efficiency of the Patient Navigation program.
- Established partnerships with local community organizations, resulting in a 20% increase in referrals to the Patient Navigation program and expanding the reach of services to underserved populations.

### Associate Patient Navigator at Memorial Hermann Health System, TX

Jul 2022 - Jan 2023

- Successfully reduced patient wait times by 25% through streamlining appointment scheduling processes and implementing a more efficient patient tracking system.
- Assisted over 500 patients in navigating the healthcare system, ensuring they received timely and appropriate care, resulting in a 95% satisfaction rate among surveyed patients.
- Coordinated communication between 50+ interdisciplinary team members, resulting in a 15% increase in collaboration and overall improvement in patient care quality.
- Secured financial assistance for 200+ patients, saving them a total of \$1 million in medical expenses, and increasing their access to necessary treatments and services.

## Certificates

### Certified Patient Navigator (CPN)

Sep 2021

### Certified Community Health Worker (CCHW)

Feb 2020