

**JOSE JIMENEZ JR.**  
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**EDUCATION**

**University of California, Berkeley**

**M.P.H.** in Health Policy and Management

May 2019

Relevant Coursework: Evaluation of Health Programs; Program Planning & Needs Assessment; Biostatistics; Data Analysis with Excel; Survey Methods; Introduction to Geographic Information System

**University of California, Los Angeles (UCLA)**

**B.S.** in Psychobiology, Minor in Korean Language

Dec 2013

**SKILLS**

Language: Fluent in Spanish

Computer: Microsoft Office (Word, Excel, PowerPoint, Outlook), Microsoft Teams, SharePoint

Programs: Survey Monkey, Qualtrics, Stata, QGIS

EHR: Epic, NextGen, eClinical Works (eCW)

**EXPERIENCE**

**Contra Costa Regional Medical Center (CCRMC)**

**Martinez, CA**

*Safety and Performance Improvement Graduate Student Intern*

June 2018 – Current

- Coordinated a county-wide initiative that sought to reduce the digital disparity present among Spanish-speaking patients. Analyzed internet usage survey responses of 500+ patients, stratifying by key elements and demographics, and prepared a written summary report and recommendations for Contra Costa Health Services leadership
- Executed an evaluation project, from concept to implementation, in order to measure the impact of an implicit bias training that has reached 175+ staff members across 27 departments. Processes included: engaging with stakeholders to create work plans, planning assessment strategies, establishing metrics and evaluation designs, and creating survey tool
- Developed and managed Excel data analytic models of evaluation metrics for an innovative transportation pilot developed for the Whole Person Care (Community Connect) patient population, reporting weekly on success levels. Examined months of financial invoices from taxi cab services to monitor cost-savings of the pilot.
- Led data analysis for a \$1.2 million pay-for-performance PRIME metric targeting the care transition from inpatient to outpatient care. Collaborated in PDSA cycles with multiple departments in order to improve hospital discharge processes, analyzed data taken from EHR, reporting weekly on the progress of the PDSA cycles and measures
- Facilitated focus groups of county staff to obtain their feedback on patient transportation needs, noting occurring themes from the responses and summarizing the primary findings

**Praxis Project**

**Oakland, CA**

*Health Justice Intern*

Oct 2017 – June 2018

- Researched the criminal justice system as a social determinant of health, conducting a comprehensive literature review and producing a summary of major findings in order to expand our non-profit's social justice and health equity mission
- Examined and analyzed qualitative responses from seven community focus groups across the U.S. on barriers and solutions to social change, synthesizing common occurring themes into a summary report for the Executive Director

**Arroyo Vista Family Health Center**

**Los Angeles, CA**

*Clinic Coordinator*

Oct 2015 – Aug 2017

- Managed up to seven front desk staff and daily operations at a FQHC, establishing unit strategic goals, enforcing policies and quality patient-centered service, and developing staff's professional growth
- Improved clinic operations and procedures by problem-solving and communicating in partnership with key leadership, including charge nurses, medical providers, and administration, developing strategic plans and implementing solutions
- Independently executed a quality improvement project on reducing walk-in cycle time, interviewing various clinic stakeholders, analyzing quantitative data, and provided organizational policy recommendations to executive leadership
- Advocated for patient's voice in leadership meetings, making sure community needs and concerns were addressed
- Properly evaluated staff's work and productivity each year, communicating shortcomings and highlighting expertise

**To Help Everyone Health and Wellness Centers (T.H.E. Clinic)****Los Angeles, CA***Patient Services Representative*

June 2014 – Sept 2015

- Developed expertise on FQHC front desk procedures, operations of a family practice and specialty clinic, medical insurance options and enrollment, patient-centered customer service, and EHR navigation
- Prepared and facilitated the training of new front desk employees in clinic procedures and insurance programs
- Developed a front desk policy for accurately enrolling patients online into a new county health program (MHLA)
- Assisted in our high-volume call center, directly solving the patient's question or transferring to the proper department
- Screened and successfully enrolled uninsured patients to county or state programs, or offered a sliding-fee discount

**ADDITIONAL EXPERIENCE****Asian & Pacific Islander Health Parity Coalition (APIHPC)****San Francisco, CA***Student Evaluation Consultant*

Sept 2018 – Dec 2018

- Designed a comprehensive evaluation proposal for the organization's grant-funded API anti-stigma campaign
- Engaged with client organization to assess purpose and goal of evaluation. Based on the discussions, created a measurement tool (i.e. survey) to collect data that would convey their narrative. Processes included: creating metrics for short-term and medium-term outcomes; constructing program logic model; describing data collection and sampling plan

**EBase (East Bay Alliance for a Sustainable Economy)****Oakland, CA***Graduate Student Consultant*

Sept 2018 – Dec 2018

- Analyzed responses from a 34-question survey of Bay Area warehouse workers' employment, safety, and health conditions in the workplace using Excel spreadsheets. Produced a memo with key results, tables, and policy recommendations as a final project deliverable to be shared with the organization's community partners

**New Generation Health Center (New Gen)****San Francisco, CA***Graduate Student Consultant*

Feb 2018 – May 2018

- Conducted a community needs assessment to identify an effective communication plan for the organization's clinic reopening, specifically the best-practices to outreach and engage with the youth community in SF
- Created the program's goals and objectives; contacted stakeholders who work with youth; designed a survey to determine youth's feedback and suggestions; developed a plan for action and next steps in preparation for the reopening

**VOLUNTEER****D.R.E.A.M. Office at UC Berkeley School of Public Health****Berkeley, CA***GRADS Ambassador*

Aug 2017 – Current

- Foster diversity within the School of Public Health by engaging with prospective graduate students via phone and email.
- Provide application advice, support, and a current student perspective over the course of the admissions cycle.

**Harbor-UCLA Summer Urban Health Fellowship**

June 2013 – July 2013

- Planned two health fairs for 300+ low income and uninsured patients, surveyed day laborers in Los Angeles, led talks in the surrounding communities in health and social equity, and mentored high school students

**UCLA Asian Pacific Health Corps (APHC)**

Sept 2012 – Dec 2013

- Translated in Spanish and registered people at health fairs, recruited volunteers, planned volunteer training sessions, and administered BMI and Body Fat percentage screening for patients in Asian & Pacific Islander low-income communities

**UCLA Chicanos/Latinos for Community Medicine (CCM)**

Sept 2011 – June 2014

*Board Director*

- Planned a pre-health/medicine conference on campus for 500+ underrepresented undergraduates and high school students and recruited speakers and presenters for workshops
- Volunteered at ten health fairs, provided free preventative health screenings to low-income or uninsured communities, and promoted higher education and presented on sexually transmitted infections to high school students

**UCLA Donation of Tissues and Organs (DoT Org)**

Sept 2011 – June 2014

*Administrative Director*

- Maximized funding by writing and submitting school grants, including data collected and analyzed from surveys
- Established the project's goals for each quarter, keeping the group accountable on deadlines and top priorities
- Organized events and presentations on campus and at high schools to raise awareness about organ and tissue donation