

EDUCATION

- Stanford University School of Medicine**, Stanford, California In Progress
Ph.D. in Health Policy (Decision Science)
- Princeton University**, Princeton, New Jersey June 2013
B.S.E. in Operations Research and Financial Engineering, with High Honors
Certificates in: Global Health and Health Policy; Engineering Management Systems
Coursework includes: Probability and Stochastic Systems; Monte-Carlo Simulation; Queuing Theory; Optimization; Economics of Health and Healthcare; Epidemiology

WORK EXPERIENCE

- The Permanente Medical Group – Quality and Operations Support**, Oakland, California September 2013 – Present
Managerial Consultant (April 2015 – Present)
- Led development and implementation of a new aneurysm screening program with an overall budget of \$1.7M+, outreaching to over 55,000 patients, and screening more than 32,000 patients over 2 years
 - Designed, piloted, and scaled up a novel technology-enabled tracking system to ensure appropriate and timely follow-up for all patients with imaging findings suspicious for lung cancer
- Senior Consulting Associate (September 2013 – April 2015)*
- Developed and spread data-driven strategies for improving maternal child health quality and safety across 15 hospitals, with a focus on increasing and sustaining rates of exclusive breastfeeding prior to discharge
 - Standardized processes and established quality systems to conduct effective, efficient and reliable patient outreach
- The Permanente Medical Group – Quality and Operations Support**, Oakland, California June 2012 – August 2012
Intern, Business Consulting
- Applied value stream mapping (VSM) to help optimize GI procedure processes at 6 medical centers
 - Developed a framework and guide for using VSM with site visits to support process improvement
 - Surveyed and assessed the impact of an innovative roving staffing model on patient access to physical therapy
- Association of American Medical Colleges (AAMC)**, Washington, District of Columbia June 2011 – September 2011
Intern, Health Care Affairs
- Created interactive tools for retrieving, displaying, and generating hospital record reports in MS Access
 - Assisted with ad-hoc data analysis projects relating to new Medicare regulations and U.S. teaching hospitals
 - Researched state-level innovations in telemedicine and FQHCs in the context of healthcare reform

RESEARCH EXPERIENCE

- Taipei Medical University - Graduate Institute of Health Care Administration** July 2013 – August 2013
- “Trends in the Growth of Telemedicine: 1993-2012” advised by Dr. Yi-Hsin Elsa Hsu
 - Utilized bibliometric methods to characterize trends in telemedicine publications over two decades
- Princeton University - Department of Operations Research and Financial Engineering** May 2012 – June 2013
- “Patient Preference Scheduling with Dynamic Rate Queues” advised by Dr. William A. Massey
 - Applied a dynamic rate queuing framework to model patient appointment scheduling behavior, based on patient-reported preference data

SKILLS

Fluent in Mandarin Chinese
Strong knowledge of MS Word, Excel, PowerPoint, Access, and Visio
Programming Languages: Python, SAS, SQL, R, AMPL, Matlab, STATA