

# RUE SILVER

## CONTACT



914-588-4932



rue.silver@gmail.com



265 W 87<sup>th</sup> St, New York, NY



<http://rue.fyi>

## SKILLS

Quantitative, qualitative, and mixed-methods research design and implementation

Human-centered problem solving

Research software including SPSS, NVivo, Optimal Workshop, Reframer and dscout

Microsoft Office specializing in Excel, Word and PowerPoint

Google Docs, Sheets, Slides, Analytics

Adobe Creative Suite and Adobe XD

Data analysis and reporting, visualization with Tableau, PowerBI and Qlik

## EDUCATION

### DOCTOR OF PHILOSOPHY

*Anticipated*

Adelphi University | 2021-Present

### MASTER OF PUBLIC HEALTH

City University of New York | 2016-2018

### BACHELOR OF ARTS

*Behavioral Neuroscience*

University at Albany | 2012-2015

## WORK EXPERIENCE

### PROGRAM MANAGER & GRANT RESEARCHER | June 2018 – Present

Emma L. Bowen Community Service Center, New York, NY

- Created program's internal quality measures for accessibility and efficacy of client-facing services and continues to administer them to ensure all providers maintain acceptable scores to avoid increases in emergency service utilization and clients receive appropriate care
- Designed and launched a telehealth system from the ground up that addressed the needs of medically underserved clients with a 48-hour turnaround in response to the March 2020 lockdown
- Employed Optimal Workshop card-sorting and first-click testing to revamp patient portal for clients with minimal computer experience
- Used digital storytelling techniques to spotlight a comprehensive service approach in community health during the pandemic
- Builds and optimizes data dashboards using Tableau and PowerBI, performing weekly reviews in order to design and implement client-centered continuous project improvements

### HEALTH INFORMATICS INTERN | 2017

IPRO, Lake Success

- End-to-end planning and research of master's thesis project defining characteristics of NY State Provider Profile site users in order to improve UX — created personas using Google Analytics data, performed targeted user interviews, and developed site front-end improvements based on results
- Collaborated on research project in assessment of physician quality reporting and Center for Medicare/Medicaid Services payment data to create interactive visual analysis of relationships between quality, client satisfaction assessment and cost value

### CLINICAL INFORMATION MANAGER | May 2016 – May 2018

CityMD, New York, NY

- Conceived and spearheaded an overhaul of the clinical district's system used as a basis for quarterly bonuses that combined NPS and Medical Incentive Payment Scores (MIPS), integrating feedback from patients regarding their visits with objective quality measures
- Improved design and content of dozens of patient education packets for specific diagnoses, enhancing readability and increasing usability for those with lower levels of health literacy

### RESEARCH COORDINATOR/ASSISTANT | August 2013 – December 2015

Hormes Behavior Lab - University at Albany, Albany, NY

- Coordinated pool of research subjects and administered studies
- Programmed computer-based surveys and collated resultant data
- Analyzed current and retrospective data using SPSS
- Designed, created and managed printing of posters for conferences and online

### EMERGENCY MEDICAL TECHNICIAN | October 2007 – November 2012

East Greenbush, NY

- Helped guide and spearhead implementation of ZOLL® emsCharts system, bringing a rural-metro hybrid rescue squad the capacity to communicate with hospitals in real time and store patient information electronically