

Angela Harrison, MLS

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Professional Experience

HaloMD

Sept 2024 – Present

Quality Assurance & Arbitration Specialist

- Examined prior investigation reports for compliance deficiencies on five separate occasions; formulated targeted action plans that resulted in enhanced operational efficiency, achieving seamless workflow integration among departments with no outside intervention.
- Enhanced cross-departmental communication to guarantee that audits reflect the most current policies, procedures, and workflow processes.
- Established and implemented HIPAA and PHI training modules for more than 150 team members, improving compliance and awareness.
- Conduct quality assurance reviews for two departments, each comprising approximately 20 to 30 staff members. Identify trends or compliance violations and report findings to leadership.

Amelia Monitor

Jan 2017 – Sep 2024

Assistant Editor / Journalist

- Produced comprehensive investigative pieces addressing municipal transparency issues after thorough research via FOIA requests; findings helped raise awareness about three major accountability gaps in local governance structures.
- Fostered valuable alliances with law enforcement agencies and municipal leaders, which streamlined access to critical data for investigative articles on public safety, thereby increasing article reliability by 30%.
- Implemented comprehensive review processes to guarantee adherence to FOIA and state regulations, resulting in zero compliance violations over a fiscal year while maintaining journalistic integrity throughout all published materials.

- Conducted in-depth research on critical governance challenges while collaborating with community leaders; produced analytical reports highlighting three urgent areas that policymakers needed to prioritize for substantial improvements.
- Orchestrated collaborative discussions with city officials and community advocates to highlight critical governance issues; presented actionable recommendations that increased public engagement at monthly town hall meetings by 40 participants on average.

Dominion Endodontics

Aug 2011 – Sep 2016

Office Administrator

- Managed confidential patient data, handled scheduling for two Endodontists, including emergency visits, verified insurance, and processed payments for 40 – 45 patients.
- Led a project assessing existing documentation practices against HIPAA regulations, pinpointing three significant risks that resulted in actionable strategies enabling swift remediation measures within departmental operations.
- Reduced outstanding collections by 17% through optimized revenue cycle processes.
- Spearheaded initiatives within office operations aimed at increasing efficiency through refined claim submission practices, reducing overall processing times by 25%, and ultimately minimizing delays in reimbursements received from insurers.
- Championed initiatives emphasizing best practices for safeguarding patient data privacy while ensuring rigorous adherence to industry guidelines; findings directly addressed the three most pressing areas needing improvement as identified through audits.

Powhatan Pharmacy

Aug 2009 – Sept 2011

Accreditation Specialist & DME Specialist

- Led accreditation renewal for three pharmacies and secured new HQAA accreditation for two locations.
- Trained approximately 50 pharmacists and pharmacy staff on HQAA standards, HIPAA compliance, and CPR procedures.
- Developed and maintained comprehensive accreditation documentation that ensured compliance with industry standards, leading to successful reaccreditation for three pharmacies within the six-month stipulated timeline.

Key Achievements

- Conducted in-depth analysis uncovering three primary causes behind recurring compliance issues within operations; collaborated closely with departments to design targeted interventions that ensured alignment with regulatory standards moving forward. Directed comprehensive training sessions for over 150 team members on HIPAA regulations and patient health information best practices, resulting in enhanced organizational compliance awareness without additional resources.
- Orchestrated a monthly newsletter dedicated to quality assurance updates covering crucial compliance topics tailored specifically for 150 employees, facilitating stronger departmental accountability and improved team engagement concerning regulatory factors.
- Secured HQAA reaccreditation for three medical facilities and achieved initial accreditation for two additional facilities.

Core Competencies

- Compliance Program Management
- Regulatory Adherence
- Audit Planning & Execution
- Data Privacy & HIPAA Compliance
- Risk Assessment & Management
- Legal & Regulatory Consultation
- Arbitration & Negotiation
- Training & Development
- Project Governance

Education

- **Master of Business Administration** Longwood University, Farmville, VA (12/25)
- **Master of Legal Studies** American University, Washington DC
- **Bachelor of Science in Communications** Full Sail University, Winter Park, FL