

# KAYLA A. WILFONG, MHA

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## EDUCATION

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Master of Health Administration – University of Kentucky. May 2020.

Bachelor of Public Health (Cum Laude) – University of Kentucky. May 2018.

Certificate of Clinical Healthcare Management – University of Kentucky. May 2018.

Certificate of Healthcare Communication – University of Kentucky. May 2018.

## PROFESSIONAL EXPERIENCE

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- 2021-Present**      **Coordinator, Strategic Initiatives – St. Elizabeth Healthcare – Edgewood, KY**
- Collaborate with leadership, physicians, and all other service line staff to successfully implement strategy and quality initiatives for the Heart & Vascular Institute and cardiovascular departments.
- 2020-2021**      **Administrative Fellow - St. Elizabeth Healthcare - Edgewood, KY**
- Managed data set of 3,000 patients to determine costs and revenue associated with all services related to a colorectal diagnosis (actual or suspected) subsequent to a preventative screening.
  - Analyzed data, compiled reports and reviewed findings related to five regional hospitals' case mix index for spine surgery diagnosis codes. Actively worked with physicians and service line leadership to discuss findings and determine future goals/objectives.
  - Assisted with planning, development and operation of a drive-thru COVID-19 testing site and subsequent vaccination clinic for thousands of community members in the four-county region. Collaborated with Northern Kentucky Health Department, pharmacies and other healthcare organizations to make processes more efficient/effective and to optimize patient experience.
  - Supported efforts to identify and reduce ethnic and racial healthcare gaps in the Northern Kentucky region by providing an extensive breakdown of demographic data from local, state and national resources. Prompted ongoing organizational and community efforts relating to social determinants of health and improving negative health outcomes.
  - Collaborated with a dynamic workgroup dedicated to improving quality of care, enhancing the discharge process and reducing re-admission rates by utilizing data from HCAHPS scores.
  - Actively participated in executive level planning/development meetings and workgroups while shadowing leaders within multiple disciplines throughout the organization.
- 2019-2020**      **Ambulatory Services Administrative Intern - UK HealthCare - Lexington, KY**
- Led development and implementation of an electronic request-off tool for providers.
  - Identified inefficiencies in ambulatory clinics by analyzing data collected from time studies, space/staffing analyses and provider scheduling templates.
  - Developed and presented recommendations to ambulatory leadership in order to successfully increase efficiency and improve provider/patient satisfaction.
- 2018-2020**      **Graduate Assistant - University of Kentucky College of Public Health - Lexington, KY**
- Managed assignments/grading to ensure course organization and success of students.
  - Assisted and supported students in writing program proposals, writing in accurate academic writing style, and developing advanced writing/presentation skills.
- 2018**      **Undergraduate Intern - Kentucky CancerLink - Lexington, KY**
- Analyzed patient data to determine health outcomes and utilization of cancer screenings offered/administered throughout the Commonwealth of Kentucky.
  - Collaborated with patient navigators/translators to ensure lung, colon, cervical and breast cancer screening access to individuals throughout the Commonwealth of Kentucky.

## **PROFESSIONAL AFFILIATIONS & COMMUNITY SERVICE**

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**2021** Volunteer – Leaders for Life – American Heart Association (AHA) of Greater Cincinnati  
**2020-Present** Member – Healthcare Financial Management Association (HFMA)  
**2018-Present** Member – American College of Healthcare Executives (ACHE)

## **CERTIFICATIONS**

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**2021** Lean Six Sigma Black Belt Certification – Aveta Business Institute  
**2021** Quality Facilitator Training – St. Elizabeth Healthcare  
**2019** Quality and Safety Certification – Institute for Healthcare Improvement (IHI)  
**2017** Incident Command System Certification – Federal Emergency Management Agency (FEMA)  
**2017** Crisis and Emergency Risk Communication Certification – Center for Disease Control (CDC)