

MAKAYLA PATTON

Atlanta, GA | xxx xxx-xxxx | makaylapatton@gmail.com | linkedin.com/in/makaylapatton/

PROFESSIONAL SUMMARY

Health Care and Public Health Training Director with extensive experience in the following:

- Leading and supporting adult learning and development activities in hospitals and community public health settings
- Providing strategic oversight and program management for education and training activities focused on regulatory, compliance and staff competencies
- Using adult learning methodologies to develop curriculum and facilitate training for a variety of audiences
- Managing programs and projects using Lean tools to implement improvement efforts

PROFESSIONAL EXPERIENCE

TRAINING DIRECTOR, DEPARTMENT OF EDUCATION | HOSPITAL X | 2016– 2022

- Provided strategic and tactical direction to 7 direct reports who coordinated 15 programs and projects focused on adult learning
- Developed and implemented the first hospital wide Workplace Violence Prevention training plan, impacting 3000+ learners and resulting in a 20% reduction in workplace violence incidents
- Created two-day training program for new leaders to support their success in their new role, with 65% of new leaders completing their 30/60/90 goals
- Co-authored foundational training plan that was delivered to 10,000+ managers, staff, students, and volunteers to learn about racial equity in healthcare
- Partnered with HR to develop the first competency assessment tool for clinical and non-clinical staff – the tool is now used by all levels of management in annual staff appraisals
- Spearheaded creation of a centralized IT onboarding process, resulting in 95% of new hires having access to IT platforms on their first day of work (vs. 2 weeks before)
- Refocused New Employee Orientation which is taken by 2,000 new hires annually by using adult learning theories and outlining completion requirements, roles, responsibilities, and required topics
- Established an in-house training team which trained 1000+ learners in high-risk areas by embedding trainers in high-risk areas
- Developed criteria to select translation vendors using staff and patient feedback and collaborated with vendors to create a translation style guide and terminology glossary, resulting in 80% decrease in translation errors, 30% increase in patient satisfaction, and increase in language offering from 40 to 100+
- Managed 700k+ training budget for training supplies, simulation mannequins, vendor services, training center A/V equipment, certification fees, and online training development software

PROGRAM COORDINATOR | Education and Training Center Y | 2010 - 2016

- Added 4 community pharmacies to the training community for HIV/AIDS and Hepatitis C educational & training opportunities via a marketing plan to outreach to targeted pharmacies leadership to share our training resources and goals
- Coordinated with public health agencies, community health centers, and the State Office of AIDS to manage and deliver 80+ annual educational activities to 500+ HIV/AIDS health care providers on an annual basis
- Created workplan for \$1M Federal grant that supported training activities in Alameda, Marin, San Francisco, and San Mateo Counties
- Served a healthcare team of 70 as the primary training vendor for ZSFG Ward 86 Center of Excellence, a designated HIV care site
- Identified, wrote and awarded grants for supplementary program funding from pharmaceutical companies to support HIV and Hepatitis C training efforts

KEY SKILLS

- **Training Facilitator** – Training facilitation experience in topics such as New Employee Orientation, Health Equity, and Competency Development. Proven ability to communicate clearly & effectively, manage training environments, reinforce learning, and encourage feedback from the audience.
- **Adult Learning Theory and Best Practices** – Used adult learning principles and best practices to design 50+ in-person and online education & training activities. Supervised teams to ensure adult learning theory was integrated into training curriculum.
- **Process Improvement** – Certified Six Sigma Green Belt and trained in Lean methodologies. Implemented process improvement efforts for 10+ projects. Supervised teams engaged in improvement efforts and served as the project champion responsible for ensuring projects had clear scope, expectations, and ensured the implementation plan was sustainable.
- **Collaboration** – Collaborated with subject matter experts to create and analyze need assessments to identify learning gaps. Partnered with community and state agencies to develop training opportunities for healthcare professional who care for HIV/AIDS patients. Coordinated with internal stakeholders to identify needs for shared resources to support cost saving measures.
- **Program Management** – Managed 7 direct reports who coordinated 15 programs and projects focused on adult learning for a level 1 trauma center. Developed and implemented program and project plans for hiring, procurement, contract negotiation, and budget needs.

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

LEAN METHODOLOGIES | ZSFG Quality Management and Kaizen Promotion Office

SIX SIGMA GREEN BELT | International Six Sigma Institute

EDUCATION

Master in Public Administration | University of San Francisco, San Francisco, CA

Bachelor of Science in Business | University of San Francisco, San Francisco, CA