

Kaleb Carter

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EDUCATION

University of Georgia – Athens, Georgia Master of Health Administration	Expected: May 2025 GPA: 4.00/4.00
Georgia State University – Atlanta, Georgia Bachelor of Science: Public Health	May 2023 GPA: 3.96/4.00

WORK EXPERIENCE

<i>Graduate Administrative Intern - Rehabilitation Services</i> Mayo Clinic	May 2024 – August 2024 Jacksonville, Florida
<ul style="list-style-type: none">• Spearheaded a readmission chart review of over 55,000+ inpatient cases evaluating 30-day readmission rates, minutes of therapy given, and the impact to direct patient care• Interviewed and selected patients to be involved in the collection and analysis of 50+ inpatient surveys to identify areas for improvement in therapist-patient care and find solutions to inpatient throughput• Lead an initiative to facilitate and increase communication through a Virtual Chatbox, improving communication by establishing up line communication and loop closure, establishing a platform to empower staff to voice concerns and suggestions• Contributed to an enterprise-wide digitalized mobility initiative by conducting in-depth analysis of internal policies and clinical research to inform stakeholder decision making• Optimized service line Epic scoring criteria and logic by evaluation and organization of 300+ cases, enhancing organizational efficiency	
<i>Administrative Intern</i> Atrium Health Navicent	May 2022 - Aug 2022 Macon, Georgia
<ul style="list-style-type: none">• Collaborated with key directors and vice presidents within HR to evaluate teammate health and safety policy effectiveness throughout the middle Georgia enterprise• Verified compliance of OSHA standards & policies throughout all facilities• Shadowed a variety of healthcare professionals to better understand the delivery of healthcare• Provided health education on chronic disease management to community partners• Involvement in the planning and coordination of inpatient and outpatient wellness and education programs tailored to cardiopulmonary, oncology, and geriatric patients	
<i>Vaccine Clinic Teammate</i> Atrium Health Navicent	July 2020 - Sept 2021 Macon, Georgia
<ul style="list-style-type: none">• Assisted with the overall patient experience of over 500+ patients, focusing on values-based care and ensuring continuity of care throughout the patient experience• Monitored system portals to schedule vaccination appointments for patients• Ensured accuracy of patient documentation by ensuring compliance through vaccination cards, EPIC and GRITS	

LEADERSHIP & ENGAGEMENT

President – UGA MHA Student Executive Board	Aug. 2024 – Present
Vice President – American College of Healthcare Executives: UGA Chapter	Aug. 2024 – Present
Member – ACHE of Georgia: Career Development Committee	Apr. 2024 – Present
Member – Atrium Health Navicent: Patient & Family Advisory Council	Oct. 2022–Sep. 2023
President – Alpha Tau Omega Fraternity	Jan. 2022– Jan. 2023

PROFESSIONAL CERTIFICATIONS

Social and Behavioral Research – CITI Program	Aug. 2024 – Present
Emotional Intelligence I & II – Mayo Clinic	Jul. 2024 – Present
Introduction to Healthcare Improvement - IHI	Jun. 2024 – Present
Bronze Quality Fellow – Mayo Clinic	May 2024 – Present