

Michaela Amburgey, CCHW

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Summary:

Project manager focused on rural population health. Manages program of thirty-two Community Health Workers. Develops and facilitates trainings for professionals and community members. Coordinates training events and record keeping for all trainings. Former project coordinator who focuses on funding projects to remove barriers for elderly rural populations. Former community health worker who strives to overcome barriers for clients. Community outreach leader who provides healthcare training and education for clients in my area. Managerial experience with strong interpersonal skills. Strong motivator with excellent leadership skills. Dedicated to showing genuine care for every individual I encounter. Committed to understanding regulatory compliance and disseminating information to others.

Highlights:

Strong event coordination skills
Meticulous record keeping
Resource development
Resource location for underserved populations
Experienced coordinator/trainer
Outstanding communication skills
Exceptional leader
Business operations
Compliance reviews
Medicare adjudication

Develop relevant trainings
Elder care project director
Training Facilitation
Patient advocate
Adheres to regulatory compliance rules
P&L review
Team-oriented
Reliable
Pharmacy experience
Individual and community capacity building

Accomplishments:

Certified Community Health Worker

Certified basic life support provider and instructor

Certified chronic disease self-management & diabetes self-management course leader

Mental Health First Aid instructor

Volunteer work with the Culture of Recovery project at the Appalachian Artisan Center. Designed and lead workshops for participants in art therapy.

Rite Aid brand ambassador with responsibility of contacting patients nationwide about new insurance policies and suggest alternative solutions to ensure they continued to use Rite Aid Pharmacy for their prescription needs.

Awarded associate of the quarter at the store, district, and regional level in 2014.

Selected as one of ninety associates companywide to work with The Disney Institute for the development and dissemination of the Rite Aid Experience that has now been implemented throughout the entire company.

Selected as Rite Aid Experience coordinator. Coordinated and facilitated classes for every store district-wide to introduce and implement the Rite Aid Experience.

Experience:

June 2022
To
Current

Rural Project Manager- University of Kentucky- CERH
Hazard, KY

- Collect, interpret and report required data in monthly, quarterly and annual reports
- Assist the Principle Investigator and KY Homeplace Director with the everyday management and supervision of the Community Health Workers and student STEPS employees.
- Training-initial and ongoing
- Lead multiple concurrent projects within UK CERH

- Coordinate and facilitate Tier-1 CHW trainings

August 2012
To
Current

**Appalachian Community Health Days Event Coordinator-
University of Kentucky- CERH** Hazard, KY

- Coordination of health fair events in a 30-county area
- Vendor recruitment and management
- Manage all event operations
- Oversee event happenings and act quickly to resolve problems
- Evaluate event's success and submit reports
- Management of all monetary incentives received by participants

February 2020
To
June 2022

Rural Outreach Coordinator- University of Kentucky- CERH
Hazard, KY

- Conduct trainings and provide oversight and coordination training programs offered to the community by the UK CERH.
- Work with UK CERH management team to identify training needs in alignment with UKCERH mission.
- Tracking and reporting all trainings provided by the UK CERH
- Marketing/advertisement and recruitment of participants into available UKCERH training opportunities.
- Schedule and coordinate lodging, meals, and travel arrangements as needed for participants and/or speakers/trainers.
- Secure locations/meeting spaces. Plan and schedule speakers, providers and/or trainers needed to teach or deliver training's and/sections of training's.
- Coordinate and facilitate Tier-1 CHW trainings

October 2020
To
June 2021

Rural Project Coordinator- Kentucky Office of Rural Health

CERH

Hazard, KY

- Make measurable improvements in the ability for elderly rural Kentuckians to achieve quality care.
- Develop and promote grant opportunities for non-profit organizations to cultivate a community integrated health network in their focus area.
- Select applications that best align with KORH's goals
- Provide funding and guidance to grantees

August 2019
To
August 2020

Community Health Worker- Kentucky Homeplace

Hindman, KY

- Adapting to meet the unique needs of the communities served.
- Maintaining accurate, secure charts for clients.
- Ensuring adherence to all policies and guidelines set forth by the University regarding research subjects.
- Helping clients overcome barriers to access healthcare needs for each unique situation.
- Community outreach coordination for health education and preventative services.
- Determining eligibility and enrolling individuals into health insurance plans.
- Advocating for underserved individuals to receive appropriate services.

April 2019
To
Current

VIPKid- Online ESL Teacher

Beijing, China

- Tailoring lessons to accommodate differences in learning style and speed.
- Evaluating students' progress.

- Preparing and disseminating progress reports at regular intervals.
- Building rapport with students and parents who speak a different language.

September 2016 **Rite Aid Pharmacy Assistant Store Manager** Whitesburg, KY
 To
 April 2019

- Ensuring store schedules and objectives are met by employees.
- Track the progress of weekly, monthly, quarterly and annual objectives.
- Coach and support new and existing Sales Associates
- Monitor retail operating costs, budgets and resources.
- Create reports, analyze and interpret retail data, like revenues, expenses and competition.
- Conduct regular audits to ensure the store is functional and presentable.
- Ensure all employees adhere to company's policies and guidelines.

May 2017 **Rite Aid Asset Protection Agent** Whitesburg & Jackson, KY
 To
 October 2017

- District wide protection of company assets.
- Conducted audits to ensure store level compliance.
- Implemented new procedures and policies in stores to curb losses.
- Prepared written reports about loss prevention, P&L results, inventories, and detainments.
- Physical security of assets in the store.
- Conducted interviews, both external and internal, in suspected dishonesty cases.
- Audited inventories for accuracy.

September 2015 **Rite Aid Pharmacy Shift Supervisor** Hazard, KY
 To
 September 2016

- Delivered excellent customer service by greeting and assisting each customer.
- Addressed customer inquiries and resolved complaints.
- Wrote order supply requests to replenish merchandise.

- Reorganized the sales floor to meet company demands.
- Stocked and restocked inventory when shipments were received.
- Contributed to merchandising ideas at team sale meetings.
- Provided coaching and training to employees.

October 2011

Rite Aid Pharmacy Technician

Hazard, KY

To

September 2015

- Entered new patient profiles and prescriptions into medication input software system.
- Provided friendly customer service at prescription drop-off and pick-up counters.
- Worked closely with pharmacists and used medication input software to safely and accurately dispense medication.
- Maintained proper storage and security conditions for all drugs.
- Strictly maintained customer and patient confidentiality.
- Ensured accuracy and integrity in billing in both commercial and private insurances, including Medicare.
- Acquired extensive knowledge and worked closely with physicians to ensure accuracy and retention of DWO forms when billing Medicare.

Education:

2010	Hazard Community and Technical College Associate of Arts	Hazard, KY
2010	Hazard Community and Technical College Associate of Science	Hazard, KY
2017	Eastern Kentucky University Bachelor of Science: Criminal Justice	Richmond, KY
2024	University of Kentucky Master in Public Health	Lexington, KY