

# SHAY GLOVER

QUALITY  
IMPROVEMENT/  
PERFORMANCE  
MANAGEMENT/  
ACCREDITATION

## CONTACT

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## PROFILE

I am experienced in Continual Quality Improvement, along with Performance Management. I serve on several committees both community and agency based. I have a strong passion for organizational improvement and employee engagement.

## SKILLS

- Accreditation
- Quality Improvement
- Performance Management
- Community Relations
- Community Engagement
- Employee Engagement

## PUBLICATIONS

- Published in the Journal of Community Medicine and Wellness Programs, Volume 2, issue 1

## EXPERIENCE

**MARSHALL COUNTY HEALTH DEPARTMENT (MCHD)**  
PUBLIC HEALTH PROGRAM SPECIALIST | MARCH 2017-  
PRESENT

- I am the current Accreditation Coordinator, as well as the Quality Improvement and Performance Management Coordinator.
- Serve as Chair of the Quality Improvement Committee
- Serve as Chair for the Marshall County Health Coalition
- Serve as Chair of the Access to Care Workgroup within the Coalition

**MERCY HEALTH**  
FINANCIAL COUNSELOR | JUNE 2010-MARCH 2017

- Responsible for reviewing patient applications for financial assistance and determining program eligibility
- Meet with patients to assist with the application process and gathering of necessary documents needed to apply for assistance
- Served on the Employee Advisory Counsel for Lourdes Hospital
- Responsible for daily work pools for various hospitals in different regions

## EDUCATION

**B.S. ORGANIZATIONAL COMMUNICATION**  
MURRAY STATE UNIVERSITY |  
GRADUATION: MAY 2007

## COMMITTEES AND AFFILIATIONS

- QUALITY IMPROVEMENT CHAIR FOR THE MARSHALL COUNTY HEALTH DEPARTMENT (MCHD)
- ACCREDITATION TEAM LEADER FOR THE MCHD
- PLANNING COMMITTEE TEAM MEMBER FOR THE LOCAL CHAMBER OF COMMERCE
- MEMBER OF THE KENTUCKY LAKE YOUNG PROFESSIONALS
- MCHD TEAM LEAD FOR THE NACCHO ACADEMY OF SCIENCE
- CHAIR OF THE ACCESS TO CARE WORKGROUP
- CHAIR OF THE MARSHALL COUNTY HEALTH COALITION
- CHAIR OF THE COMMUNITY HEALTH ASSESSMENT WORKGROUP
- 2021-2022 FELLOW FOR THE REGION IV PUBLIC HEALTH LEADERSHIP INSTITUTE
- CURRENTLY HOLD A SEAT ON THE BOARD OF DIRECTORS FOR THE KENTUCKY LAKE AREA CHAMBER OF COMMERCE
- DEPUTY DIRECTOR FOR THE KENTUCKY ACADEMY OF SCIENCE