

Jessica Obiageli Epps, CHCP

EDUCATION

BACHELOR OF SCIENCE (B.S.)

Public and Community Health and Biology

University of Maryland
College Park, Maryland

CERTIFICATIONS

Certified Healthcare CPD Professional (CHCP)

Expiration: September
2023

SKILLS

- CTMS
- EGMS
- EPIC
- EPR
- HIPPA
- IRB
- Microsoft Office Suite
- Microsoft Project
- Microsoft Windows
- MS SharePoint
- MS Visio
- PARS
- POE
- Polaris
- RedCap
- SAP
- SPSS and STATA
- VisionTracker

OBJECTIVE & SUMMARY OF QUALIFICATIONS

Jessica Epps is a strategic executive with comprehensive professional expertise in continuing education, program/project management, funds acquisition, and clinical research. Her imminent goals include obtaining a professional opportunity where her education, skills, and experiences will be utilized to lead teams dedicated to improving clinician knowledge, skills/strategies and patient outcomes. Ms. Epps has over 10 years of experience in the healthcare and pharmaceutical industries.

MEMBERSHIPS & ACCOMPLISHMENTS

- Commissioner (Appointed: February 2017) – Howard County Government – Howard County Commission for Women
 - Elected Vice Chair (2021-2022, 2020-2021 and 2018-2019); Secretary (2019-2020)
 - Promote the economic, social, and political equality of women through research, review, and recommendations of procedures/legislation, activities, and recognition.

EMPLOYMENT HISTORY

Director, Educational Development – *PeerView Institute for Medical Education*: New York, NY – (December 2019 – Present)

- Motivate and lead cross-functional teams in funding acquisition and the development of medical educational programs.
- Cultivate and nurture business relationships with funding partners and external collaborators.
- Identify educational gaps among healthcare professionals and funding opportunities for CE programs.
- Utilize adult learning principles and an outcomes-driven process to identify instructional design elements for educational programs.
- In partnership with subject matter experts, strategize and determine the most effective formats and strategies for CE programs.
- Remain up-to-date with changes in the overall market and provide consistent updates to colleagues and partners.

Director, Educational Grants – *Advanced Studies in Medicine*: Somerville, NJ – (November 2017 – November 2019)

- Motivated and led cross-functional teams in funding acquisition and the development of medical educational programs.
- Cultivated and nurtured business relationships with funding partners and external collaborators.
- Identified educational gaps among healthcare professionals in multiple therapeutic areas.
- Utilized adult learning principles and an outcomes-driven process to identify instructional design elements for educational programs.
- In partnership with subject matter experts, strategized and determined the most effective formats and strategies for CME programs.
- Developed education grant proposals using information gleaned from evidence-based literature, guided discussions with clinicians, national data-sets, and quality and safety data.
- Reviewed and executed contracts associated with funded programs.
- Ensured that programs are compliant (FDA requirements, PhRMA Code, AMA, ACCME, OIG guidelines and Open Payments policy).
- Remained up-to-date with changes in the overall market and provide consistent updates to colleagues and partners.

Accomplishments:

- High performer - secured approximately \$3 million USD in educational grants in the calendar years of 2018 and 2019.

Regional Continuing Medical Education Coordinator SiTEL – *MedStar Health System*: Washington, DC (*Department of Continuing Professional Education*) – (February 2017 – December 2017)

- Served as a CME Liaison and Project Manager responsible for the coordination and operational management of educational initiatives in the Continuing Professional Education Department.
- Managed the design, development, and implementation of all medical education initiatives at four MedStar Baltimore Hospitals and MedStar Montgomery Medical Center.
- Strategically planned and reviewed grant proposal submissions.
- Oversaw four interprofessional hospital steering committees.
- Developed effective CME policies.
- Assisted with the Interprofessional Joint Accreditation Application - compiled and organized CME outcomes data.
- Provided coaching and training to staff regarding commercial support for CME activities.

Accomplishments:

- Streamlined CME process in an effort to facilitate system-wide integration.
- Increased revenue for department through grants acquisitions.

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Consultant – Sole Proprietor: Elkridge, MD – (January 2016 – January 2017)

Direct effective process improvements and create strategic plans to mitigate risk while increasing profit.

- Identified ways to improve business for one healthcare organization and two real estate investment firms by gathering, synthesizing, visualizing, and analyzing client information through primary and secondary research.
- Recommended and documented new business processes and technology requirements to create innovative projects, increase revenue from CME activities, and improve patient care.
- Assessed revenue of potential projects through analysis of market, strategic priorities, and general industry.

Continuing Medical Education (CME) Program Manager – Johns Hopkins University School of Medicine: Baltimore, MD - (*Division of Collaborative Education*) – (January 2014 – January 2016)

- Served as the Johns Hopkins Project Manager responsible for the coordination and operational management of grant-funded educational and regulatory programs in the Continuing Medical Education Department.
- Managed 50 cross-functional teams of approximately 20 resources (physicians, analysts, partners, testers, developers) across different organizations.
- Ensured programs were fully compliant. Collaborated with OCME, accreditation, and government agencies to ensure that activities followed regulatory, legal policies (FDA requirements, PhRMA Code, AMA, ACCME, LCME, UGME, GME, JHU OCME, OIG guidelines and Open Payments)
- Strategically planned the development and review of grant proposal submissions.
- Responsible for the development, analysis, and negotiations of all contracts, written and verbal with medical education and communication companies, commercial supporters, and other stakeholders.
- Facilitated internal and external stakeholders with transparency reporting for payments and transfers of value made to healthcare professionals, in accordance with government regulations in collaboration with the Center for Medicare & Medicaid Services.
- Built and maintained relationships with internal and external stakeholders including, but not limited to, academic centers, national, regional and state medical societies, and Medical Education Communication Companies
- Recommended and recruited clinicians to peer review projects, and oversee CME activities (national conference symposia or online-based).
- Articulated and reviewed risks, actions, and milestone dates to senior management and governance team.
- Travelled to CME symposia at national conferences, and met with external partners.

Accomplishments:

- Created and maintained excellent relationship with funders, resulting in consistent funding for initiatives.
- Successfully managed initiatives in all therapeutic areas with budgets ranging from \$90,000 to \$2 million USD.
- Improved partner relations by developing and presenting recommendations to escalate and resolve problems with external partners.
- Initiated and led successful marketing strategies for CME activities in collaboration with the Maryland Board of Physicians, American Board of Internal Medicine, Johns Hopkins Communications Department, etc.
- Recognized as the division's medical education/adult learning principles subject matter expert.
- Received a commendation from Dean regarding excellent management skills in resolving a major issue.

Clinical Research Coordinator – Johns Hopkins University: Baltimore, MD – (*General Internal Medicine – Hematology/Oncology Department*) *Maryland iHOMES Network – Improving Health Outcomes and Medical Education for Individuals with Sickle Cell Disease* – (July 2013 – January 2014) Funding ended.

- Assigned to IHOMES (Improving Health Outcomes for Individuals with Sickle Cell Disease) Project – study funded by the United States Department of Health and Human Services, Health Resources and Service Administration.
- Facilitated, maintained, led, and directed multiple research projects that have increased the overall knowledge, improved clinical care, and led to innovative practices in the treatment of SCD.
- Oversaw operations of research studies, ensuring compliance with timelines, activities, and budget.
- Utilized ICH/GCP guidelines to ensure research studies meet federal regulations.
- Attended and presented research progress at weekly clinical meetings.
- Led patient recruitment efforts.
- Traveled to local and national conferences to discuss SCD.
- Utilized RedCap, EPIC, EPR, and POE to triage, analyze and collect clinical and adverse event data.
- Responsible for study planning, implementation, protocol & consent form development including DMPs, IRB submission, site recruitment and development of patient recruitment materials.
- Established and maintained primary care and dental services for pediatric and adult patients.
- Assisted in the development of provider education tools to improve provider knowledge with treating patients with sickle cell disease.
- Ensured that correct patient diagnosis ICD-9 codes are in the patient's EMR and articulated to Medicare/Medicaid/CHIP/ payers.

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- Monitored and led projects focused on reducing readmission rates after discharge.

Accomplishments:

- Praised for identifying complicated patients and partnering with clinicians to teach the patient's healthcare team about SCD care.
- Created relationships with local organizations, resulting in increased community awareness of SCD.
- Significantly reduced the number of acute visits for SCD patients who established care with PCP.

Projects: *Community Health Worker Program, Pediatric Emergency Department Quality Improvement, Primary Care and Dental Care Establishment for Patients, Patient Survey of Primary Care Providers, Maryland Sickle Cell Treatment Demonstration Project, Pediatric to Adult Transition Project*

Public Health Internship: Data Assistant – *Johns Hopkins University: Baltimore, MD - (Division of Pediatric Hematology and Oncology)* – (January 2013 – June 2013)

- Assisted with the enrollment and data collection for assigned projects.
- Educated patients about the benefits of clinical research, and identified opportune times where patients and their families were able to participate in research efforts.
- Collaborated with hematology team in the development of patient centered medical home programs.
- Ensured that the project status information was collected and distributed to mentor/ PI and colleagues.
- Administered data collection tools, data entry of participant information; and ensured security and confidentiality of data.
- Utilized EPR and POE to analyze and collect clinic visit data, leveraging data to improve processes.
- Developed patient education tools to improve patient outcomes.
- Attended weekly clinical research and case-conference meetings.
- Utilized ICH/GCP guidelines to ensure research studies meet federal regulations.

Accomplishments:

- Promoted to coordinator position due to excellent performance.
- Successfully recruited patients into research studies.
- Successfully collected patient samples.
- Successfully oversaw clinic operations in the absence of clinic manager.

Clinical Projects: *Individualized Pain Plan, My Medical History, Improving Stroke Prevention in Children with Sickle Cell Anemia*

Clinical Customer Service Representative/Coordinator – *Johns Hopkins Hospital: Baltimore, MD – (Medical Intensive Care Unit)* – (August 2011 – January 2013)

- Drafted and assessed documents pertinent to unit operations.
- Monitored and led projects focused on reducing readmission rates after discharge.
- Spearheaded program focused on connecting discharged patients with clinicians through care coordination.
- Responded appropriately to notifications from online systems.
- Utilized EPIC, and POE to triage, analyze and collect clinical and adverse event data.
- Addressed and resolved problems related to bed management, patient transfer, and physician assignments.
- Created strategic plans for infection-control projects.
- Ensured that clinicians and patients had access to medical resources (KOLs and literature).
- Ensured deliverables of high scientific quality, meeting internal and external quality standards
- Facilitated in the building of Electronic Medical Records, while ensuring each record is properly updated and contained pertinent information.
- Facilitated effective flow of information between patients and staff, serving as a central point of contact.
- Utilized current knowledge on medical terminology, communicable/nosocomial infections, state and local laws, and federal regulations to oversee Joint Commission mandated operations such as proper clinical documentation, proper orders, and patient identification.
- Provided administrative support for the scheduling and travel arrangements related to patient transport.
- Trained newly hired representatives, acquainting each individual with unit procedures and policies.

Accomplishments:

- Implemented and maintained cost effective unit operations.
- Spearheaded the development and implementation of strategic action plan template.
- Recipient of a Hopkins Star Award for excellent patient care.
- Selected to lead the administrative portion of the transition to the new building (Zayed move).

Continuing Medical Education Coordinator – *Shady Grove Adventist Hospital: Rockville, MD – (2003 – 2010)*

- Ensured CME activities were fully compliant in relevant regulatory and legal policies (FDA requirements, PhRMA Code, AMA, ACCME, and LCME).
 - Prepared faculty disclosure statements, confirmation letters, invitations, reminder letters, consent forms, and CV's.
 - Assisted with the preparation and proofreading of brochures. Distributed marketing materials to various audiences.
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Casual Office Assistant/Project Reach Intern - Johns Hopkins University: Baltimore, MD – (June 2004 – June 2007)

Seasonal employee or Volunteer

- Assisted with multiple clinical research and department initiatives.
- Coordinated and facilitated the scheduling, consent, and collection of information from research participants.
- Administered data collection tools, data entry of participant information; ensured security and confidentiality of data.
- Completed administrative tasks such as scheduling, filing, copying, etc.
- Sterilized surgical equipment in the Weinberg Steris Room.

Research Specialist – Center for Substance Abuse Research (CESAR): College Park, MD – (Fall Internship 2012)

- Collaborated with others in the development a model for counties to use in completing prevention planning activities related to substance abuse.
- Researched and developed needs assessment reports, community assessment reports, and logic models through analyses of existing data such as focus groups, literature reviews, and interviews.
- Conducted strategic planning activities along with development and implementation of local evaluation plans.
- Responsible for study planning, implementation, protocol & consent form development including DMPs, IRB submission, site recruitment and development of patient recruitment materials.
- Evaluated the success, efficacy and future sustainability of ongoing projects.
- Researched private and federal grants.

Professional Service Specialist – Bank of America: Greenbelt, MD – (January 2008 – July 2011)

- Identified customer needs and referred financial products and services to consumer and small business customers.
- Processed transactions accurately and efficiently to build customer confidence and trust, based on established policies and procedures.
- Built and sustained relationships with local businesses.
- Acted as Bank of America's face to the customer and consistently seek to delight our customers by demonstrating The Bank of America Spirit.
- Collaborated in financial advising of customers, providing each individual with a customizable account plan.
- Assisted in the creation and distribution of recruitment materials.
- Assembled and adhered to a financial budget for marketing materials and supply orders.

Accomplishments:

- High performer, praised for successful sale of banking products.
 - Generated a significant amount of business relationships.
 - Successfully managed and oversaw banking center with no management team member present.
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