

JAHNAVI CHOPRA, CCMA

Healthcare Data & Operations Professional | Epic EHR | Clinical Quality Improvement
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CORE COMPETENCIES

Data Analysis: Data collection, data validation, trend analysis, comparative analysis, survey design, qualitative and quantitative interpretation, Behavioral Data Trend Analysis

Healthcare Data: Clinical workflows, referral and prior-authorization data, vaccine eligibility and access, behavioral measures, documentation quality

Tools & Systems: Epic EHR, Microsoft Excel, CoverMyMeds, Microsoft Office, Teams, Outlook, Google data analytics coursework

Process Improvement: Workflow mapping, requirements gathering, standardized tools, SmartPhrase development, quality-improvement implementation

Communication: Data translation for clinical teams, patient education, stakeholder collaboration, training and precepting

EDUCATION

THE OHIO STATE UNIVERSITY

Columbus, OH

B.S. Health & Rehabilitation Sciences (Dean's List) — 2026, Selected as first fully online Student Ambassador for the HRS program | Minor in Pharmaceutical Sciences (Dean's List)

Interdisciplinary study of clinical science, epidemiology, healthcare research, policy and delivery, pharmaceutical interventions, drug development, FDA approval, clinical trials, medication delivery, and vaccine science, with emphasis on evidence-based decision-making, health promotion, disease prevention, social determinants of health, healthcare ethics, health disparities, patient-centered care, communication, access, quality, and healthcare outcomes.

Admitted: M.S. Translational Data Analytics (MTDA) — Expected 2028 | Healthcare Revenue Cycle & Data Analytics Certificate (2027)

VOLUNTEER EXPERIENCE

Rardin Family Resource Center – Food & Clothing Pantry

- Managed intake, organization, and distribution of food and clothing resources to support patients' access to basic needs
- Developed informational pamphlets to improve pantry awareness and organized donation drives to increase contributions

Rardin Family Practice Reach Out and Read Site Coordinator

- Coordinate clinic-wide implementation of the Reach Out and Read early-literacy program by orienting staff, monitoring provider training, and promoting consistent patient and family engagement
- Manage book inventory, distribution tracking, program data, and progress reporting while serving as the liaison between clinic leadership and Reach Out and Read

Health and Rehabilitation Sciences Student Ambassador(The Ohio State University)

- Represented the program at in-person and virtual recruitment events, including student panels and admitted student programming. Engaged with prospective students and families, providing peer mentorship and supporting outreach through events and recruitment initiatives

EXTERNSHIP EXPERIENCE

Certified Nursing Assistant - 50 Hour Externship

Grays Harbor Hospital/ Harbor Regional Health and Pacific Care Center

- Performed CPR during code blue, successfully saving a patient's life.
- Effectively contributed towards patient care under the guidance of CNAs and RNs.
- Demonstrated competency across 24 state-required CNA clinical skills and patient care procedures
- Applied infection prevention and control protocols, standard precautions, hand hygiene, and PPE use.

PROFESSIONAL SUMMARY

A demonstrated history of working in healthcare operations and clinical support. Skilled in Epic EHR, clinical data collection, physician survey design and analysis, workflow improvement, documentation quality, behavioral trend analysis, and vaccine-access evaluation. Strong healthcare operations professional with frontline clinical experience and admission to The Ohio State University's Master of Translational Data Analytics program.

PROFESSIONAL EXPERIENCE

Medical Assistant → Safety Champion / Preceptor / Procedure Clinic Lead July 2024 – Present

OHIO STATE UNIVERSITY PHYSICIANS INC.

- Optimized Epic EHR workflows including referral coordination, prior authorizations via CoverMyMeds, and SmartPhrase development, reducing delays in patient care and improving documentation consistency
- Led a multidisciplinary Vaccine Hesitancy QI initiative: implemented AAP-aligned EHR smartphrases and consent processes, improving documentation compliance and medico-legal protection for pediatric vaccine refusals
- Spearheaded a Gynecology QI project in partnership with attending physicians and residents to standardize pain and anxiety management counseling for cervical procedures and IUD placements; developed patient-facing materials and provider workflow documents
- Designed and analyzed physician credentialing survey data to identify procedural coverage gaps; built a standardized preceptor assignment model that improved scheduling efficiency and compliance
- Conducted comparative analysis of VFC vs. private vaccine access datasets to identify coverage gaps; developed data-informed workflow tools to improve equitable immunization access and clinical decision-making
- Maintained Vaccines for Children (VFC) program compliance (eligibility screening, ordering, storage and handling)
- Maintained 340B compliance through accurate medication inventory tracking, waste documentation, and adherence to established program procedures
- Supported implementation of the WHO AUDIT screening tool in a primary care setting to assess alcohol use patterns and improve identification and documentation of alcohol-related problems
- Served as Safety Champion, conducting monthly safety inspections and supporting infection control and regulatory compliance
- Assisted with 10+ procedure types including shave/punch biopsies, IUD placement/removal/replacement, Nexplanon insertion/removal, knee/shoulder injections, colposcopies, endometrial biopsies, and laceration repair
- Administered vaccines per recommended schedules; performed CLIA-waived POCT including urinalysis and INR

Behavior Technician → Outreach Behavioral Health Technician / Teaching Aide May 2022 – Nov 2023

THE SILVER LINING GROUP

- Promoted from clinic-based to outreach role based on demonstrated performance with high-acuity caseloads
- Collected, analyzed, and trended behavioral datasets (frequency, duration, interval recording) to evaluate treatment effectiveness and support data-driven adjustments to individualized intervention plans
- Delivered 1:1 ABA therapy to 4–6 students daily (ages 2–18) with ASD, ADHD, ODD, OCD, Down syndrome, and seizure disorders; collaborated with BCBAs and interdisciplinary teams to align academic and behavioral goals
- Applied evidence-based ABA strategies (DTT, NET, prompting, shaping, DRA/DRO/DRI) to improve communication, social skills, and replacement behaviors

DATA & QUALITY IMPROVEMENT PROJECTS

Vaccine Hesitancy QI | OSU Physicians: Improved pediatric vaccine refusal documentation and risk communication by implementing AAP-aligned EHR smartphrases and consent processes, increasing documentation consistency, and compliance across the clinic.

Gynecology QI | OSU Physicians: Partnered with attending physicians and residents to standardize pain/anxiety management counseling for gynecologic procedures (cervical procedures, IUD placements). Developed patient-facing educational materials, provider workflow documents, and evidence-based communication pathways.

Preceptor Credentialing & Scheduling Model | OSU Physicians: Designed and analyzed a physician credentialing survey to identify procedural coverage gaps; translated findings into a standardized preceptor assignment model improving scheduling efficiency and compliance.

VFC Vaccine Access Data Analysis | OSU Physicians: Conducted comparative analysis of private vs. VFC vaccine access datasets to identify coverage gaps and developed data-informed workflow tools and improved equitable immunization access.

Alcohol Use Disorder Screening Implementation | OSU Physicians: Supported deployment of the WHO AUDIT (10-item validated screening tool) in a primary care setting to systematically assess alcohol consumption patterns and alcohol-related problems.

Addicting Drugs Website | Ohio State University College of Pharmacy(PHR 2400): Designed and published a responsive educational website using Wix, organizing research-based content on Substance Use Disorder into clear, user-friendly pages and incorporating visual media, navigation tools, and accessibility considerations.

Vaccine Hesitancy Website | Ohio State University College of Pharmacy(PHR 5410): Designed and published a responsive educational website using Wix, organizing research-based content on Vaccine Hesitancy into clear, user-friendly pages and incorporating visual media, navigation tools, and accessibility considerations.

