

Jessica Miller, MPH

UnitedHealthcare – Clinical Evidence Group

Evaluation and Data Science

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Researcher | Population Health | Strategist

- **Researcher using evidence-based, data-driven methodology** to improve the quality and efficiency of public health programs.
- **Analytic agility to identify health and social disparities** in population health through data analysis, policy, and rigorous quantitative research methodology.
- **Experienced in healthcare, academic, non-profit, and health insurance systems** to provide salient insight to system-level challenges facing health program creation, implementation, and evaluation.
- **Organizational leader adept at identifying gaps in health equity** for many healthcare domains including diabetes, cardiac rehabilitation, and low-value care advanced imaging.

PROFESSIONAL SKILLS & COMPETENCIES

Continuous quality improvement
HEDIS measures
Vendor relationship management
Stakeholder engagement
SQL programming
Outlook

Program management
Program evaluation
Relational databases
Strategic communication
Power Point
Microsoft Word

Project management
Operational awareness
Stakeholder identification
SAS programming
Excel
Power BI

RELEVANT EXPERIENCE

UnitedHealthcare, Minnetonka MN

11/2021 – current

Health Economics Researcher

Maturing a de novo program evaluation team into a rigorous, organized group of researchers by designing and implementing extensive infrastructure support. Developing a research portfolio that identifies gaps in population-level health equity disparities by analyzing compliance with numerous HEDIS measures, including cardiac rehabilitation, diabetes, and musculoskeletal imaging.

- Executing rigorous, academic-level research methodology by developing strong research questions, determining inclusion and exclusion criteria, and adeptly identifying populations in a complex relational claims database.
- Driving analysis with strong technical skills by setting the statistical analysis plan, developing technical documents like protocols and data dictionaries, executing robust quality assurance checks on the analytic dataset, and parallel coding descriptive analyses for several different populations within the analytic dataset.
- Utilizing advanced analytical software (SAS EG) to conduct statistical analysis, including descriptive statistics and multivariate analysis.
- Disseminating impactful research results to broader audiences and influencing decision-making of executive leadership.

Firefly Sisterhood, St. Louis Park MN

1/2021 – 5/2021

Program Manager Intern

Examined national survivorship recommendations for psychosocial issues affecting breast cancer survivors by executing an environmental scan.

- Analyzed gaps in local communities by interviewing advisory board members of the Firefly Sisterhood.
- Drove collaboration by securing stakeholders in academia, public, and private sectors.
- Created and piloted an evidence-based psychosocial program for community breast cancer patients across several health care systems in Minnesota.

School of Public Health – University of Minnesota, Minneapolis MN

10/2019 – 1/2021

Project Manager – Department of Epidemiology and Community Health

Directed a team of four culturally reflective community researchers to engage with hypertensive patients in Hmong, Hispanic, and low-income communities for clinical trial enrollment at Federally Qualified Health Centers.

- Developed and implemented the Ambulatory Blood Pressure Monitoring (ABPM) sub-study three months ahead of timeline.
- Surpassed the anticipated pace of patient enrollment by 50% and enrolled 25 patients within three months.
- Mobilized a pandemic pivot to 100% telehealth-based study enrollment via Zoom, which provided seamless continuation of enrollment and remote patient safety monitoring.

Health Partners/Park Nicollet, St. Louis Park MN

10/2006 - 10/2019

Program Manager, NCI Cancer Control Clinical Trials - Metro-MN Community Oncology Research Consortium (MMCORC), 2016 – 2019

Directed a research program consistently ranked in the top three for national clinical trial enrollment, comprised of 25 clinical research professionals who delivered a robust portfolio of National Cancer Institute (NCI) grant-funded, cutting-edge clinical trial opportunities to seven healthcare systems across Minnesota.

- Transformed the organization's decentralized patient screening efforts into a central screening process through a continuous quality improvement project that improved organization-wide screening rates by 40% in 3 months.
- Initiated a community resource toolbox to develop and engage staff, refine their skill set, and establish individual staff recruitment goals.
- Achieved highest national enrollment to an NCI-funded inter-disciplinary psychosocial study, enrolling over 250 patients at seven different clinics in one year.

Senior Cancer Control Coordinator; New Employee Preceptor - Metro-MN Community Oncology Research Consortium (MMCORC), 2006 - 2016

Initiated the Cancer Control Research Program at Park Nicollet Frauenshuh Cancer Center, achieving highest enrollment to Cancer Control clinical trials across the consortium for multiple years.

- Forged multilateral partnerships across hospital departments to raise clinical trial awareness for cancer patients.
- Lead staff trainer for incoming employees and mentored over fifteen new hires.
- Pioneered an innovative multi-department clinician engagement program that led to a 100% increase in provider referrals for eligible clinical trial patients.

EDUCATION

Michigan State University – College of Social Science, East Lansing, MI

Graduate Certificate in Program Evaluation, Anticipated December 2026

University of Minnesota – School of Public Health, Minneapolis, MN

Master of Public Health – Administration and Policy, June 2021

University of Minnesota – College of Liberal Arts, Minneapolis, MN

Bachelor of Arts – Microbiology (minor: Classical and Near Eastern Archaeology), May 2008

RELEVANT TRAINING & CLASSWORK

SAS SQL 1: Essentials (14 hours), SAS Institute, April 2023

SAS Programming 2: Manipulation Techniques (14 hours), SAS Institute, October 2022

SAS Programming 1: Essentials (14 hours), SAS Institute, December 2021

Biostatistics I (PUBH 6450), University of Minnesota School of Public Health, 2019

Data to Drive Public Health (PUBH 7720), University of Minnesota School of Public Health, 2019

HONORS

Member – Delta Omega Pi Honorary Society of Public Health, 2021 – present

VOLUNTEER ACTIVITIES

Mentor – University of Minnesota School of Public Health Mentor Program, 2024 – present

The SPH Mentor Program connects students with alumni and other public health professionals to provide students with the opportunities to explore career possibilities, network, and enhance their skills.

Mentor – UnitedHealthcare Value Creation Mentor Program, 2024 – present

Providing one-on-one coaching and mentorship to matched mentee throughout the year, including career exploration, skill set development, and solution-oriented discussion on challenging workplace topics.

PUBLICATIONS & PRESENTATIONS

1. ***Longitudinal Study of Inflammatory, Behavioral, Clinical and Psychosocial Risk Factors for Chemotherapy-Induced Peripheral Neuropathy.*** Breast Cancer Research and Treatment, 2021. doi: 10.1007/s10549-021-06304-6
2. ***“Defining Lactation Support for Mothers in the Workplace: A Descriptive Analysis of Policies at Industry-Leading Companies in Minnesota”*** – Master of Public Health thesis presentation for E-PHAP program, May 17th, 2021.
3. ***Secondary Outcomes of a Behavioral Sleep Intervention: A Randomized Clinical Trial.*** Health Psychology, 2019. Mar;38(3):196–205. doi: 10.1037/hea0000700
4. ***“Utilizing a Central Screening Process to Enhance Accrual at a Community NCORP”*** – Lead presenter at Alliance for Clinical Trials in Oncology, Annual Fall Meeting: CRP/Nursing Roundtable and Open Forum, November 2nd, 2018.
5. ***The Effect of Exercise on Muscle Immune Response and Mitochondrial Damage and Their Relationship with Cancer-Related Fatigue: A URCC-NCORP Study.*** ASCO Poster Session: Patient and Survivor Care, Abstract #10119, Jun 3, 2017.
6. ***Exercise During Chemotherapy May Reduce Pain by Strengthening Co-Regulatory Couplings in the Cytokine Network.*** ACSM Annual Meeting, May 30, 2017.
7. ***Impact of opioid use on survival in patients with newly diagnosed stage IV non-hematologic malignancies.*** ASCO Poster Session: Palliative Care Symposium, Abstract #188, January 2015.
8. ***A multisite, community oncology-based randomized trial of a brief educational intervention to increase communication regarding complementary and alternative medicine.*** Cancer, Oct 1;119(19):3514-22, October 2013.
9. ***Decreased expression of membrane-associated complement regulatory proteins in cirrhotics with hepatitis C.*** *Hepatology*, 36(4 Part 2): 544a, 2002.