

# KARLA R. UMANA, MPH

## PROFESSIONAL PROFILE

Mission-driven, bilingual professional with over five years of experience in public health. Specializes in healthcare performance improvement and project management. Possesses strong verbal and written communication skills and advanced data analysis proficiency. Proven ability to work in collaborative, fast-paced environments, managing multiple projects and providing quality deliverables and solutions to clients and stakeholders.



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## PROFESSIONAL EXPERIENCE

**HEALTH CARE ANALYST**, Performance Measurement  
National Committee for Quality Assurance, Washington, DC  
September 2018 – Present

- **Communication** – Aid in proofreading, editing and production of reports, proposals | Design, structure, and deliver audience-appropriate presentations with some senior input
- **Performance Measurement** – Provide research and operations support on development and implementation of performance measures including patient-reported outcome measures
- **Qualitative Research** – Synthesize and assess the literature, including clinical guidelines for measures related to populations/clinical conditions, or the state of science for research projects
- **Project Management** – Tracking project progress by identifying synergies and bottlenecks in implementation | Manage and coordinate expert advisory panels meetings, develop project timelines, content, and agendas for internal and external meetings
- **Data Analysis** – Develop and interpret performance reports and tables based on HEDIS Data Factory, an internal database for HEDIS measures

### *Key Project and Specific Responsibilities*

#### **APA MACRA: Measure Development for the Quality Payment Program**

Center for Medicaid and Medicare Services (CMS) funded contract to support the development of quality measures that fill the CMS-designated high priority areas, specifically mental health and substance use disorders.

**Client:** American Psychiatric Association

- Task lead for the care experience and suicide risk measures – updating business cases, measure specifications based on findings and Technical Expert Panel/Consumer Family Panel feedback
- Perform literature reviews to inform decisions about measure development and measure rationale updates
- Facilitate the drafting, editing, and finalizing of deliverables for external partners and presentations
- Assist analysis staff with development of testing plans

## EDUCATION

### **Master of Public Health**

Behavioral Science and  
Health Education

*Emory University*

*Rollins School of Public  
Health*

2016 – 2018

### **Bachelor of Arts**

Public Health

*Agnes Scott College*

2012 – 2016

## SOFTWARE SKILLS

Advanced Microsoft  
Office Suite including:

- Microsoft Visio
- Microsoft Access
- Microsoft Excel
- Microsoft PowerPoint

Adobe Creative Suite

SPSS

Google Applications

Asana

Salesforce

# KARLA R. UMANA

## PROFESSIONAL EXPERIENCE *(continued)*

**GRADUATE PROGRAM ASSISTANT**, Division of Student Programs  
Emory Global Health Institute (EGHI), Atlanta, GA

September 2016 – May 2018

- **Project Management** – Managed and organized up to five projects simultaneously; notable accomplishments include:
  - Developed, implemented, and evaluated the institute's Intramural and International Global Health Case Competitions
  - Coordinated communication and logistic arrangements for 12 international visiting teams composed of 4-6 students
  - Operated annual event budget of \$75,000 - \$100,000
  - Liaised with the Student Advisory Committee, composed of 50 graduate student members to plan EGHI events
- **Fundraising** – Solicited approximately \$26,000 per year in contributions from University Deans and student organizations, and in-kind donations resulting in estimated \$10,000 cost savings
- **Training** – Recruited, trained and managed 25+ volunteers for two major events per academic year

**HEALTH COMMUNICATIONS INTERN**, Office AD Communication,  
Centers for Disease Control and Prevention, Atlanta, GA

June 2015 – August 2015

- **Cultural Competency** – Assessed digital health literacy training modules; collaborated with the Office of Global Health Protection to make health communications trainings culturally appropriate for participants in the Field Epidemiology Training Program that served 12 Central American Countries
- **Plain Language** – Created objective criteria to assess visual materials as part of the CDC Clear Communication Index
- **Communication** – Completed literature reviews for CDC Health Literacy, Evidence Reviews webpage

## RESEARCH ASSISTANT,

NAPA OT Field School, Antigua, Guatemala

June 2015 – July 2015

- Led and analyzed 16 in-depth interviews with local NGO staff

**RESEARCH ASSISTANT**, Department of Public Health,  
Agnes Scott College, Decatur, GA

January 2015 – May 2015

- **Qualitative Research** – Designed and executed mixed methods formative research informed by social behavioral theories like the Health Belief Model and the Socio-Ecological Model; Qualitative data analysis through NVIVO
- **Data Analysis** – Examined the knowledge, attitudes, and perceptions (KAP) that underpin Latinos' limited participation in diabetes prevention programs to understand how interventions can be better tailored for this population

## LANGUAGES

English

Spanish (native bilingual)

## VOLUNTEER EXPERIENCE

**Freedom University**

Advisory Board

August 2018 – Present

## TRAININGS & CERTIFICATIONS

**Crisis and Emergency Risk Communication (CERC)**

*Centers for Disease Control and Prevention*  
2015

**Health Literacy for Public Health Professionals**

*Centers for Disease Control and Prevention*  
2015

## HONORS & AWARDS

**Hispanic Scholarship Foundation Scholar**

*Scholarship granted for academic and personal achievement*  
2016 – 2017

**Bevier Scholar**

*Award for full-time mentored academic research*  
2014 – 2015

**Goizueta Foundation Scholar**

*Four year full-tuition scholarship*  
2012- 2016