

APRIL HARRIS

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EXPERIENCE

OCTOBER 2016 – PRESENT

SENIOR ACCREDITATION SPECIALIST, PUBLIC HEALTH ACCREDITATION BOARD

Provide ongoing customer support and technical assistance to over 350 accredited state, local and Tribal health departments in the United States. Serve as the primary staff support for PHAB's Evaluation and Quality Improvement Committee to provide consultation and ongoing guidance to health departments. In this role, I am responsible for:

- Oversight of the required annual reporting process for all accredited health departments through their five-year accreditation cycle, which includes all day-to-day operations related to tracking requirements, reviewing key performance indicators, and providing actionable guidance on the accreditation standards.
- Optimizing the customer experience by eliminating pain points, designing products to optimize the user experience, streamlining processes, and developing learning programs and resources.
- Collaborating with PHAB staff, Board of Directors, and national stakeholders to utilize data-driven decision-making for accredited health departments and the communities/states they serve through process and performance improvement.
- Collaborating extensively with customers from Tribal, state, and local health departments to maintain conformity with nationally adopted standards and measures for public health department accreditation through consultation, professional judgement and individualized feedback, and data.
- Engage with existing and recruit new state-based and regional learning communities with a focus on accreditation and performance improvement.
- Facilitating communication between the Communications and Public Affairs team and health departments related to examples of innovation, quality improvement, or excellence.

DECEMBER 2005 – OCTOBER 2016

DEPUTY DIRECTOR, THREE RIVERS DISTRICT HEALTH DEPARTMENT

Primary responsibility included supporting the District Director in all day-to-day operational and leadership decisions and engaging staff in achieving strategic priorities. In addition, this position focused on achieving and maintaining public health accreditation with the Public Health Accreditation Board. This position was responsible for multiple ongoing project management initiatives and strategic planning throughout the agency.

- Guided a data-driven community health assessment and improvement efforts for a four-county district to gather insights to inform decisions.
- Successfully facilitated the agency's first performance management system and electronic dashboard to collect data for consistent monitoring of internal processes and tracking community health improvement. Additionally, I established the first Quality Improvement Plan and delivered multi-faceted training to foster a culture of performance improvement.
- Responsible for key deliverables such as Strategic Plan creation and implementation, Public Information Officer duties, and direct supervision of a team of 8 employees.

- Successful acquisition and implementation of many grant initiatives for workforce development, performance management, chronic disease self-management, community health needs assessments, quality improvement, and tobacco policy development.
- Maintained knowledge of state laws and regulations that impacted our health department, while ensuring alignment with accreditation standards and measures.
- Nurtured a culture of improvement with emotional intelligence and change management skills during the preparation and maintenance of accreditation.

EDUCATION

DECEMBER 2011

MASTER OF PUBLIC HEALTH, UNIVERSITY OF KENTUCKY

Health Services Management Focus, Capstone: *The Relationship of Local Health Department Administrative Variables and County Health Status Rankings in Kentucky*

- Inducted into University of Kentucky Delta Omega Public Health Honor Society, March 2013

JUNE 2005

BACHELOR OF SCIENCE, WESTERN KENTUCKY UNIVERSITY

Health Education Focus

SKILLS

- Organizational process improvement
- Certified Health Education Specialist (CHES)
- Public speaking
- Trained in Kaizen QI methodology
- Project management
- Relationship builder

ACCOMPLISHMENTS

- University of Kentucky Master of Public Health Program Advisory Council
- First Winner of the Peer-Nominated Quality Improvement Innovator Award, Public Health Quality Improvement Exchange
- Russell Teague Award Winner for Excellence and Innovation, Kentucky Public Health Association
- Kentucky Public Health Association President's Award, 2021
- Kentucky Public Health Association, Elected Secretary, March 2012 – May 2021
- Selected to Serve on National Public Health Learning Navigator National Advisory Council
- Selected to Serve on National Public Health Quality Improvement Exchange User Group
- Kentucky Public Health Leadership Institute Mentor: 2012-2013, awarded National Balderson Award
- University of Kentucky Leadership Legacy Professional Development Program, University of Kentucky Dean Inter-Professional Honors Colloquium, and Kentucky Public Health Leadership Institute Fellow

- Contributing Author in Published Research, Journal of Public Health Management and Practice, July/August 2022, Public Health Department Accreditation and Innovation: A Brief Report on the Approaches Used to Promote Innovation
- Lead Author in Published Research, Journal of Public Health Management and Practice, July 2014, The Relationship Between Local Public Health Agency Administrative Variables and County Health Status Rankings in Kentucky