

Chloe M Hurley
15 Hodge Avenue #5 Buffalo, New York 14222
(702) 750-6613 | chloehur@buffalo.edu

Education

University of Michigan Ann Arbor, MI
Bachelor of Science, Neuroscience April 2016

Work Experience

UB Family Medicine, Inc. January 2017-July 2019
Office Coordinator
-Manage clinic day to day operations for a uniquely integrated approach to quality health care delivery
-Utilize population panel data to define and monitor provider capacity and overall financial sustainability
-Collaborate with administrative and clinical staff to implement site specific policies and procedures
-Maintain strong patient satisfaction by addressing feedback with a timely and appropriate resolution

UB Family Medicine, Inc. May 2016-January 2017
Practice Facilitator
-Improved the care management of adult patients by identifying recommended preventative services
-Worked directly with clinicians to achieve quality measures for PCMH standards and insurers' incentives
-Assisted Cluster PI with onboarding UBMD Family Medicine as one of the 40 chosen nationwide sites included in the 'Integrating Behavioral Health and Primary Care' Patient Centered Outcomes Research Institute (PCORI) grant awarded to the University of Vermont School of Medicine

University Laboratory Course in Behavioral Neurobiology January-April 2016
Lab Assistant
-Advised students in conducting and executing experiments observing innate behaviors in an animal model
-Assisted in the management of *Drosophila melanogaster* stocks and the classroom laboratory environment

America Reads Tutoring Corporation September 2015-April 2016
Site Leader
Tutor January-April 2015
-Lead and evaluated a group of four tutors in lesson planning, student interaction, and site logistics
-Tutored three first grade students in the Detroit Public School system in reading comprehension and writing

Post Baccalaureate Education

SUNY at Buffalo School of Management Spring 2018
MGH 641 'The Business of Healthcare'
Course Audit

SUNY at Buffalo Millard Fillmore College Awarded December 2017
Practice Facilitator Certificate Program
-Learned how to approach improvement projects in a primary care setting for value based reimbursement

SUNY at Buffalo Organizational Development and Training Department Awarded May 2017
Collaborative Performance Management Program
-Cultivated effective strategies to understand the range of individual perspectives throughout a workplace

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Internships

SUNY at Buffalo Department of Family Medicine

Program Liaison Intern

May 2015-August 2015

May 2014-August 2014

- Introduced community leaders in local health care system to an integrated program's mission and progress
- Point of contact between the primary care providers and the behavioral healthcare team members
- Monitored patient satisfaction, scheduled specialty care appointments, and organized clinic layout

Presentations and Publications

North American Primary Care Research Group (NAPCRG)

Hurley, Chloe M. "Recruitment Challenges within a Co-Located Primary Care Behavioral Health Clinic."
North American Primary Care Research Group Annual Conference in New York, New York.
November 2014

National Alliance on Mental Illness (NAMI)

Buffalo & Erie County Chapter

Hurley, Chloe M. "New Clinic Combines Primary and ACT Mental Health Care." *The Challenger*, vol. 6,
no. 4, pg. 3. Fall 2014.

Professional Activities

University of Michigan Health System

Volunteer

December 2013-April 2016

- Supported Entrance Services by directing and transporting patients and visitors throughout the hospital

Barger Leadership Institute

Ambassador

2014-2015

Fellow

2013-2014

- Developed a new program structure with a team of collaborators focused on mentoring new inductees
- Attended lectures pertaining to developing leadership skills in range of environments and situations