

Kristen Scott, MPH

kristen@projectsolved.org | (302) 293-1502

EDUCATION & CERTIFICATIONS

Change Management Practitioner Certification — Prosci *Completed: 2026*

Leadership Delaware Fellowship — Leadership Delaware, Inc. *Class of 2025*

DiSC® and Five Behaviors of a Cohesive Team® — Wiley *Completed: 2024*

Strategic Change Management — Kellogg School of Management – Northwestern University *Completed: 2023*

Diversity and Inclusion Certificate — Cornell University *Completed: 2021*

Master of Public Health — Thomas Jefferson University – Philadelphia, PA *Graduated: 2015*

Bachelor of Science — Howard University – Washington, D.C. *Graduated: 2012*

EMPLOYMENT HISTORY

Christiana Care Health System July 2017- July 2022 *Inclusion and Diversity Specialist*

- Spearheaded the implementation of diversity and inclusion communications, campaigns, initiatives, programming and events
- Aligned strategy and goals with overall business objectives to implement multi-year strategic plan impacting 14,000 employees
- Developed growth of Employee Resource Group program from 6 to 10 ERGs, tripled membership and managed 30+ volunteer leaders - including process improvement and programming
- Proactively developed partnerships and built network of 30+ stakeholders
- Leveraged skillset to develop resources and training aligned with human resources and organizational needs - including onboarding presentations

Program Coordinator (Supportive and Palliative)

- Coordinate the day to day activities for the program
- Serves as a member of the Supportive and Palliative Care Operational Team and works across all 3 service areas to provide performance improvement support for Supportive and Palliative Care services and coordinate optimal staffing and coverage
- Coordinates administrative operations and support functions related to ongoing projects and data collection for each of the services in the program to align practices with established goals and practices for the program.
- Lead and coordinate the build of outpatient EMR system (Cerner) for both outpatient programs
 - Runs weekly, monthly, and/or annual reports to deliver dashboard information as well as CAPC generated reporting of program metrics to support Registry Reporting
 - Supports Supportive and Palliative Care research and members with publications with an aim to increase posters and publications

Westside Family Healthcare November 2015-July 2017 *Outreach Coordinator*

- Manage the day to day activities for the CMS Navigator Grant
- Manage all weekly, monthly and quarterly federal and state reporting requirements (CMS, HRSA, Title X)
- Establish, coordinate and maintain partnerships with community organizations
- Monitor reporting systems to ensure compliance with grant deliverables
- Develop key messaging materials to be used for grassroots efforts within the community (newsletters, flyers)
- Represent Westside for conferences, panel discussions and press events
- Create, facilitate and manage the Covering Delaware Coalition
- Conduct outreach and education activities
- Created and managed the Enrollment Services intern program, supervise enrollment interns and staff
- Responsible for training staff on programmatic and administrative program changes and updates

Christiana Care Health System March 2014- October 2015 *Research Assistant (Care Management and Palliative Care Program (CMAP))*

- Coordinated weekly huddle meetings with the medical team based on risk score
- Monitored patient progress throughout the intervention, working with the team to determine services

- needed • Reviewed patient charts and analyzed risk for readmission utilizing a risk scoring tool
- Data collection, management, and preliminary analysis
- Development of abstracts and research posters
- Worked collaboratively with Independence at Home (IAH) team

Research Assistant (DE-CTR ACCEL Grant)

- Assist and coordinate the planning and logistics of the ACE Awards pilot grant program
 - Data collection/entry, data analysis, survey/evaluation development (RedCap®), and literature searches
 - Coordination of research including, protocol development, tracking, database formation and reporting
 - Lead focus groups and conducted key informant interviews
- Edited/formatted manuscript, research poster development and presentation development
 - Administrative support for various projects and initiatives, including grant review/editing and writing, meeting preparation and conducting, and training of co-workers

Westside Family Healthcare September 2013-March 2014 *Outreach and Enrollment Specialist/Marketplace Guide*

- Building and identifying community partnerships
- Data collection and reporting
- Community outreach (public presentations, media interviews, involved in state-wide campaign)
 - Assisted with training of team members
 - Connecting community members to resources and medical homes
 - Administrative duties and developing a work plan

PRESENTATIONS/PUBLICATIONS

- Leading Change with Empathy (August 2024)
- Change Champion: Thriving through Transformation (August 2024)
- Fundraising Efficiency: Optimizing Processes & Strategies for Maximum Impact (May 2024)
 - Leading Change Series, Department of Health and Social Services (January 2024)
 - Intercultural Creativity for Human Resource Leaders, Boston Medical Center (March & May 2023)
 - Isaac, K., Guerry, R., Burbage, D., Abishek, R., O'Donnell, L. (2019, June). *It's Everyone's Business: Capturing the Conversation*. Poster presented at the Multinational Association Society for Cancer Care, San Francisco, CA
 - Isaac, K., Guerry, R., Burbage, D., Abishek, R., O'Donnell, L. (2019, March). *It's Everyone's Business: Capturing the Conversation*. Poster presented at American Academy of Hospice and Palliative Medicine. Orlando, FL
 - Haimes, B., Isaac, K., (2019, April). *Improving Call Experience Using KUMQUAT (Call Monitoring Quality Tool): 10 month follow up on tool use and efficacy*. Poster presented at the National American College of Physicians Internal Medicine Meeting, Philadelphia, PA.
 - Isaac, K., Buzzuro, B., Razvi, M., Haimes, B., Gaskill, N., Varga, V., Shah, D., (2019, January). *Improving Call Experience Using KUMQUAT (Call Monitoring Quality Tool)*. Poster presented for Christiana Care Way Awards, Newark, DE.
 - O'Donnell, L., Isaac, K., Whitmarsh, K., et al. (2019, January). *Healing Together: Heart Failure & Palliative*. Poster presented for Christiana Care Way Awards, Newark, DE.
 - Koch, J., Isaac, K., Goodill, J., (2018, May). *Improving the completion rate of DMOST on appropriate patients referred to a Supportive and Palliative Care Inpatient Consult Service*. Poster presented at the Resident/Fellow Research Symposium. Newark, DE.
 - Razvi, M., Isaac, K., Buzzuro, B., Haimes, B., Varga, V., Gaskill, N., Shah, D., (2018, May). *Improving Call Experience Using KUMQUAT (Call Monitoring Quality Tool)*. Poster presented at the Resident/Fellow Research Symposium. Newark, DE.
 - Isaac, K., Buzzuro, B., Razvi, M., Haimes, B., Gaskill, N., Varga, V., Shah, D., (2018, April). *Improving Call Experience Using KUMQUAT (Call Monitoring Quality Tool)*. Presented for ACT program final., Newark, DE.
 - Panelist: Senator Coons' Health Care Roundtable (2017)
 - Panelist: State of Enrollment- Getting America Covered Conference (2016)
 - O'Donnell, L., Isaac, K., Li, I. (2016, October). *Piloting the Care Management and Palliative Care*

- Program*. Poster presented at the Center to Advance Palliative Care National Seminar, Orlando, FL.
- O'Donnell, L., Isaac, K., Li, I. (2016, May). *Piloting the Care Management and Palliative Care Program*. Poster presented at the American Geriatrics Society Annual Scientific Meeting, Long Beach, CA.
 - Isaac, K., Bittner Fagan, H. Khan, O., Sharif, I. (2015, September). *Promoting Clinical and Translational Research through Community Engagement and Outreach*. Poster presented at the 2015 Northeast Regional IDeA Conference, Bar Harbor, ME.
 - Spencer, T., Rahmer, B., Isaac, K. (2015). *Leveraging Neighborhood Social Networks and Social Capital for Childhood and Adolescent Obesity: Photovoice Project*. Powerpoint presentation at 2015 Nemours Research Day, Wilmington, DE.
 - Heather B. Fagan, Richard C. Wender, Randa Sifri', Kristen Isaac, Melaine Eisele (2015) *Understanding Gender, Race and Ethnicity in Colorectal Cancer Screening*. Health Care Current Reviews 3: 131. doi: 10.4172/2375-4273.1000131
 - Panelist: Making Sense of Adolescence (March 2015)

AWARDS & HONORS

- WE Hatch Honor Circle — University of Delaware (2024)
- Winner of QI Abstract — Delaware American College of Physicians (2019)
- Achieving Competency Today (ACT) Course Faculty (2018)
- Christiana Care Focus on Excellence Award Winner — CMAP Program (2016)
- Christiana Care Diamond Recipient (2014 & 2015)

BOARD SERVICE

- Kuumba Academy Charter School — Board of Directors
- Leadership Delaware Alumni Engagement Committee
- Spur Impact — Board Member

COMMUNITY SERVICE

- Braven — Leadership Coach (2024)
- Friendship House Clothing Bank (2023, 2024)
- MillSummit Conference (2022)

SKILLS & TRAINING

TrainingFacilitation | ChangeManagement | ProjectManagement | PublicSpeaking | Trauma-informed workplace