

STEPHANIE M. MACALLER

Pronouns: she/her

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SUMMARY

Certified Project Manager Professional and experienced program manager specializing in health equity and quality improvement within healthcare settings. Over a decade of expertise in equity-focused initiatives across education, policy, and healthcare sectors. Adept at integrating DEI and cultural competency into program design and implementation. Proven track record of strategic planning, project management, and collaboration with leading healthcare institutions. Committed to advancing health equity, reducing disparities, and driving measurable improvements in clinical outcomes.

KEY SKILLS

- **Health Equity Advocacy:** Deep expertise in developing and implementing programs that address health disparities and promote equity in care delivery.
- **Quality Improvement Strategies:** Skilled in designing, implementing, and evaluating quality improvement initiatives, particularly within healthcare settings.
- **Regulatory Compliance:** In-depth knowledge of regulatory standards (DMHC, DHCS, CMS, NCQA, HEDIS, CAHPS) and ensuring compliance within program frameworks.
- **Strategic Planning & Project Management:** Proficient in leading large-scale projects from concept to completion, including strategic planning, budgeting, and resource management.
- **Cross-Organizational Collaboration:** Strong ability to build and maintain partnerships across multiple organizations to achieve shared goals in health equity and quality improvement.
- **Data Analysis & Reporting:** Expertise in using data to inform program decisions, track outcomes, and produce actionable insights for quality improvement.
- **Leadership & Mentorship:** Experienced in leading cross-functional teams and mentoring staff to achieve organizational objectives.

PROFESSIONAL EXPERIENCE

Associate Program Manager, Quality Improvement | San Francisco Health Plan

June 2023—Present | San Francisco, CA | 40 hours/week | *Tags: healthcare, equity, project management, policy*

- **Spearheaded the Health Equity and Quality Improvement Transformation Program**, ensuring compliance with DHCS requirements and integrating DEI and TGI cultural competency training into program design and implementation.
- **Developed and led a comprehensive quality program**, facilitating monthly meetings with top medical groups (SFHN, NEMS, SFCCC, UCSF) to enhance cross-organizational coordination and improve quality outcomes.
- **Successfully managed the DHCS EPT Payment Program application process**, securing inclusion of NEMS and MNHC in the cohort and enabling multi-million-dollar quality improvement projects.
- **Directed agenda formulation and established Quality Improvement (QI) priorities** through effective administration of QOT/QIT and QIHEC, aligning strategic goals with operational activities.
- **Led a team of 5 QI staff** in responding to NCQA QI 3 & 4 accreditation documentation requests, producing compliance statements and supplemental documents, showcasing strong leadership and team management skills.
- **Redesigned the QI workplan** to integrate DHCS contractual updates, focusing on health equity. Developed a system for tracking and analyzing improvement activities, streamlining documentation for audits and NCQA surveys.
- **Launched a project to develop a quality dashboard** with SFHP stakeholders, creating a tool for real-time visualization of QI metrics and emphasizing data stratification for health equity.

Human Resources Associate | Theravance Biopharma

August 2015—July 2017 | South San Francisco, CA | *Tags: healthcare, project management, human resources*

- Supported all functions in HR, including Recruiting, Onboarding, Employee Relations, Talent Management and Retention, Benefits, and HRIS (PeopleSoft and UltiPro), data reporting and analysis of company EEO and diversity statistics
- Partnered with IT, Payroll, and other HR team members to plan and implement roll-out of new HRIS (UltiPro)
- Supported the Women's Leadership Development Network, an equity-focused professional development program

Campaign Manager | Vick Chung for College Board 2022

August—November 2022 | San Francisco, CA | *Tags: policy, leadership, equity, project management*

- Managed a city-wide election for Vick Chung, a first-time, queer, candidate of color running on a slate of 3 labor-endorsed candidates who successfully ousted 3 incumbents
- Supervised a joint social media team for the 3-candidate slate, including hiring a content producer and conducting weekly strategy meetings with all campaign media representatives
- Supervised a joint Chinese-language field team of 5 paid staffers and 6 volunteer canvassers

Adjunct Faculty, English Department | City College of San Francisco

August 2017—June 2022 | San Francisco, CA | *Tags: academic, leadership, equity, project management*

- Created online, accessible, multi-modal curriculum informed by Universal Design for Learning principles to engage students of all abilities in class content
- Designed and taught original social-justice themed syllabi for ENGL 88B, 1A, 1B, and 1C that incorporated equity/anti-racist teaching practices and assessments

Professional Development Co-Coordinator, English Department | City College of San Francisco

August 2019—May 2020 | San Francisco, CA | *Tags: leadership, equity, project management, research*

- **Led workshops on equity and pedagogy**, including “Walk the Walk: Tackling the Opportunity Gap in Your Own Classroom,” which empowered faculty to address classroom equity gaps through culturally responsive teaching and reflective practices. Facilitated the integration of inclusive pedagogical frameworks by analyzing confidential, disaggregated data.
- **Designed and delivered “Extreme Equity Makeover: Curriculum Edition,”** guiding English faculty in applying Universal Design for Learning (UDL) principles to enhance course materials and assignments, ensuring they met diverse student needs and promoted inclusivity.

Administrative Assistant | University of Rochester, School of Nursing

August 2004—May 2005 | Rochester, NY | *Tags: healthcare, administrative, academic*

EDUCATION

Master of Arts, English | University of California, Davis

August 2012—December 2016 | Davis, CA

Bachelor of Arts, English | University of California, Los Angeles

August 2010—June 2012 | Los Angeles, CA

- Departmental Highest Honors
- Summa cum laude

CERTIFICATIONS AND TRAINING

Project Management Professional (PMP) | Project Management Institute (PMI) | January 2024

Project Scope and Quality Management (BUS ADM X470.9) | Berkeley Extension | Sept—November 2023

Project Management (BUS ADM X470) | Berkeley Extension | July—August 2023