

Jessie Silver

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PROFILE

I am a designer, project manager, educator, and healthcare clinician. I lead work that creates services and systems to meet people's needs, or that improves them to fulfill their highest potential. My vision is a future in which our societies authentically nurture and equitably empower all people in this world; my favorite projects involve courageous goals to this end, and collaborative teams that value curiosity, cultural awareness, social justice, and health equity.

PROFESSIONAL EXPERIENCE

Program Coordinator + Designer

Centre for Social Innovation / Agents of Change Fellowship
New York, New York / February 2018 - Present

Collaboratively coordinate, design, and teach a year-long fellowship for high-potential social impact entrepreneurs:

- Collaborate in the design and development of the fellowship's curriculum with the Centre's executive director.
- Create and lead workshops for fellows in key content areas, based on fellowship objectives and fellow needs.
- Communicate with fellows on a weekly basis regarding ongoing work and upcoming meetings.
- Produce monthly meetings by managing logistics and set-up: guest lecturer orientation, AV support, catering, etc.

Communications + UX/UI Designer

Freelance for 5 small companies / Information available upon request

New York, New York; Charlottesville, Virginia; Quito, Ecuador; Tulum, Mexico / January 2017 - Present

- Facilitate research activities to understand user needs, analyze findings to discover insights and identify opportunities.
- Co-create prototypes that meet user, stakeholder, and systems needs; test and iterate to fulfil project potential.
- Design content to achieve communications goals: logo, website, pamphlet, and poster design and production.

Systems + Spatial Designer

New York City Health + Hospitals / Correctional Health Services
New York, New York / July 2017 - June 2018

Led a cross-cutting quality improvement project that produced spatial design guidelines and prototypes for future health clinics inside New York City jails, as part of a master's thesis:

- Collaboratively assessed organizational needs and goals with the Correctional Health Services administration.
- Analyzed staff workflows and customer journeys in clinics, completed ~50 interviews about user experiences.
- Facilitated user-led design workshops wherein patients and staff created their own spatial models of new clinics.
- Produced an innovative clinic design for the correctional health setting to better meet needs and improve outcomes.

Medical Record System Designer + Project Manager

University of Rwanda Hospital of Kigali / Quality-Assurance Department
Kigali, Rwanda / August 2015 - August 2016

Led 21 hospital department teams to design and implement a new medical record system for Rwanda's largest hospital:

- Investigated the current documentation system to understand processes, challenges, and opportunities.
- Facilitated repeated multidisciplinary team meetings for 21 departments to explore and define service-specific needs.
- Iteratively designed and tested a new documentation system that aligned with provider processes and protocols.
- Trained ~500 hospital staff to use the new system in ~30 day-long training workshops.
- Managed a team to lead the hospital-wide inpatient implementation in 21 departments and 40 clinical areas.
- Developed audit tools with hospital staff to create a sustainable evaluation program, performed the initial audit.

Clinical Educator + Program Leader

University of Maryland + Rwanda Ministry of Health / Human Resources for Health Program
Butare and Kigali, Rwanda / August 2013 - July 2015

- Taught critical care nursing in the classroom and at the bedside, mentored nursing instructors.
- Designed and piloted a 6-month Critical Care Nursing Certification Course, certified 22 participants in critical care.
- As the in-country nursing leader, led meetings of the program's nurses, advised the organization on hiring decisions.

Critical Care Nurse + Shift Manager

University of Virginia Hospital / Medical Intensive Care Unit + Critical Care Staffing Resource
Charlottesville, Virginia / February 2009 - May 2013

- Delivered patient care and provided staff training in 5 Intensive Care Units (ICUs) and the Emergency Department.
- Supervised 12-hour ICU shifts alongside physician leadership, managing 12 nurses and 16 critically ill patients.
- Trained new hires and experienced nurses, mentored university nursing and bioethics students.

Facilitator + Educator

The Mountain Institute / Spruce Knob Center + **Boston University** / Center for Outdoor Ed.
Spruce Knob, West Virginia + Peterborough, New Hampshire / Seasonal work, August 1999 - December 2006

- Facilitated team-building and adventure education experiences for groups of students and adults/professionals.
- Led multi-day recreational wilderness trips, taught environmental science in classroom and field-based settings.

EDUCATION

MFA Design for Social Innovation / School of Visual Arts

New York, New York / 2018

BS Nursing / Johns Hopkins University

Baltimore, Maryland / 2008

Valedictorian, merit scholarship recipient.

BA Human Biology / University of Virginia

Charlottesville, Virginia / 2005

Summa cum laude for multidisciplinary thesis on health and healthcare in rural, indigenous communities in the context of globalization, biomedicine, and culture.

CORE COMPETENCIES

Project Management / goal setting + project planning / leadership + coordination / monitoring + evaluation /

Education + Facilitation / conceptual + applied training / curriculum, program + workshop design /

Leadership / leadership theory / emotional + intellectual leadership competencies / theory of change facilitation /

Social Impact Design / service design / experience design / UX/UI / spatial design / communication + branding /

Digital Production / Adobe Illustrator / Sketch / InVision / Microsoft Office / Keynote + Pages / basic HTML /

Healthcare / quality improvement / inpatient unit management / clinical care (critical care + emergency) /

Registered Nurse / state of Virginia + 34 compact states / expires 12/2020 /