

# YINGYU (CHRISTY) YAO

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## QUALIFICATIONS AND SKILLS

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- Registered Nurse, license number: 95270703
  - BLS/CPR/AED for the Health Care Provider, American Heart Association
  - ACLS and PALS certification, American Heart Association
  - Institute for Healthcare Improvement (IHI) Basic Certificate in Quality and Safety
  - Fluent in English, Mandarin, and Cantonese
  - 5+ years of experience working with patients in underserved populations and different backgrounds
  - 3+ years of experience in health coaching
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## EDUCATION

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### Bachelor of Science in Nutrition

California Polytechnic State University, San Luis Obispo, CA | Jun 2013

### Bachelor of Science in Nursing

Samuel Merritt University, San Mateo, CA | Nov 2021 | Magna cum laude

Clinical Experience | Jan 2021 – Nov 2021

- Preceptorship, Acute Rehab Unit, St. Francis Memorial Hospital, San Francisco, CA; 130 hours
  - Provided care for patients with various illnesses, e.g. stroke, transplants, orthopedic injury
- Maternity, CPMC Van Ness Campus, San Francisco, CA; 135 hours
  - Assisted in providing anti/intra/postpartum and newborn care
- Pediatrics, San Francisco General Hospital, San Francisco, CA; 135 hours
  - Assessed, monitored, and documented patient health status
- Community Health, Palo Alto Gardens, Palo Alto, CA; 135 hours
  - Assessed community needs & provided education in chronic diseases management & COVID
- Mental Health, Mills Health Center, San Mateo, CA; 135 hours
  - Utilized therapeutic communication skills to support patient care
- Critical Care, CPMC Davies Campus, San Francisco, CA; 135 hours
  - Provided care to patients with cardiovascular, neurological, pulmonary, and other complications
- Adult Medical Care I & II, Kaiser Permanente San Rafael, San Rafael, CA; 270 hours
  - Applied nursing process to assist patients with various diseases in achieving optimal health
  - Provided patient care including head-to-toe assessment, vital signs, meds administration, glucose monitoring, trach care, catheter insertion, blood draw, comfort care, education

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## HEALTH CARE EXPERIENCE

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### **North East Medical Services (NEMS), San Francisco**

*Patient Health Coach* | Sep 2017 – Mar 2020

- Utilized therapeutic communication skills to guide patients to achieve long-term healthy lifestyle
- Communicated with patient's Primary Care Provider on patient's goals, progress, needs, and outcomes
- Functioned as part of the interdisciplinary team to help patients understand their treatment plans
- Educated patients on diet, exercise, and usage of self-monitoring tools, e.g. glucometer & BP monitor

### **Chinese Hospital and Clinics, San Francisco**

*Program Development Assistant & Lifestyle Coach* | Feb 2015 – Sep 2017

- Planned, organized, and coordinated the community health screening as well as fitness programs
- Collaborated with the clinical team to deliver Diabetes Prevention Program to eligible patients, provided lifestyle coaching, and evaluated health outcomes
- Translated educational, marketing, and other organizational materials into patient accessible format

### **San Francisco Neurology and Sleep Center**

*Medical Assistant* | Apr 2014 – Jan 2015

- Prepared patients for exam by performing vital sign assessments for upwards of 30 patients a day
- Verified and recorded patient information and medical history in accordance with HIPAA regulations
- Performed administrative duties including registering patients, scheduling appointments, responding to inquiries, and validating insurance policies

### **Chinese Community Health Plan, San Francisco**

*Covered California Certified Enrollment Counselor* | Sep 2014 – Feb 2015

- Provided in-person counseling and explained health plan options to the clients
- Assisted low-income residents in applying for health coverage

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## VOLUNTEER EXPERIENCE

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**Vaccine Clinics, Alta Bates Summit Medical Center** | *Volunteer* | Nov 29, 2021

- Provided injections of the COVID-19 vaccine to employees of the Sutter Health system

**Chinese Community Health Resource Center (CCHRC)** | *Volunteer* | Oct 2013 – Apr 2014

- Provided BMI screening, bone density screening, and health education at public health events
- Researched and developed evidenced-based & culturally sensitive educational materials for childhood obesity prevention