UX | PROMPT ENG. | RN

Hello, I'm Adam Fralich.

Empathetic nurse with a knack for UX design and prompt engineering in the medical AI sector. My superpower lies in translating medical jargon into user-friendly interfaces and clinical workflows, driving user experiences and business goals. As an intuitive educator, I bridge understanding between technology and healthcare stakeholders, humanizing digital health and empowering users. Together, let's redesign the future of healthcare!

Experience

2024–CURRENT

DeepScribe
SOLUTIONS/PROMPT ENGINEER
- Collaborate with Enterprise Customer Success Managers to define, implement, and optimize clinical documentation workflows.
- Lead the development, testing, and maintenance of customized AI documentation models, ensuring alignment with client-specific requirements and industry standards.
- Spearhead integration and custom development projects, managing the full cycle from scoping to deployment, to improve clinical operations and patient care.

2023–2024

DeepScribe
PRODUCT OPERATIONS MANAGER
- Facilitated software update rollouts, inclusive of beta testing and user research/usability testing phases.
- Partnered with cross-functional teams to refine the language and structure of SOAP Notes within our product via prompt engineering, improving clarity and consistency for users and enhancing the quality of medical documentation.
- Collaborated regularly with operations, product, user experience, and customer success teams to align objectives and foster cross-functional synergy.
- Influenced product strategy and decision-making through the use of user research, data, and analytics.

2022–2023

DeepScribe
LEARNING & DEVELOPMENT MANAGER
- Overhauled the orientation onboarding program, transforming the curriculum to better simulate the actual workflow and job expectations.
- Crafted comprehensive training course, handouts, and reference materials for six medical specialties, improving SOAP note quality for our customers and enhancing the company's service scope.
- Worked closely with stakeholders across the company to understand and address training needs, aligning learning objectives with business goals and employee performance expectations.

CONTACT

fralich.adam@gmail.com
adamfralich.com
linkedin

SKILLS

- User Research
- Usability Testing
- Prompt Engineering
- Product Operations
- Product Management
- Medical Artificial Intelligence
- Registered Nurse
- Process/Quality Improvement

EDUCATION

2021–2023
Master of User Experience Design
Kent State University

2010–2012
Associate of Science in Nursing
RN: Multi-State Compact License
Troy University - Montgomery

2002–2006
Bachelor of Science in Political Science
Troy University

RATINGS

Clinical Process Improvement
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Program Management
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Training Program Development
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Prompt Engineering
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User Research/Usability Testing
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Product Operations
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Morning Coffee Intuition
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Experience Continued

Watts, S., Callihan Jr, M., White, J., & Fralich, A. **Optimizing Patient Outcomes Through Interprofessional Disaster Training.**

Paraiso, A., Fralich, A., Adams, J., & Kashmer, D. **Telemedicine Encounters Take Longer than In-person Encounters in Standardized Patient Testing.**

Khaleghi, M., Fralich, A., & Kashmer, D. **Medical Students Feel Adequately Prepared to Discuss LGBTQ+ Related Topics in Healthcare Today: A Survey Study.**

2017–2022

Edward Via College of Osteopathic Medicine
SENIOR DIRECTOR FOR SIMULATION ('18-'22)
DIRECTOR FOR SIMULATION ('17-'18)

- Collaborated with cross-functional teams to design patient scenarios and personas, incorporating user-centered design principles to ensure realism and educational effectiveness.
- Conducted analysis of student, faculty, and patient actor performances, utilizing data-driven decision-making to implement strategies for improvement.
- Trained patient actors on case portrayal, formative assessment of humanism and biomedical aspects, and constructive student feedback.
- Implemented a student tutoring program for patient encounter exams, leading to an average grade increase of 23% in the subsequent test and sustained improvement between 12% - 18% in all following assessments.
- Led the design and implementation of simulations, focusing on usability, realism, and user-centered design.
- Supervised team members, promoting collaboration and effective teamwork.

AWARDS

FACULTY/STAFF OF THE BLOCK
2021: Block 4 & Block 5
2020: Block 4 & Block 6
2019: Block 4 & Block 7

2019 JURIED ARTS EXHIBITION – POTTERY DIVISION: WINNER
Auburn CityFest

2019 ARTS & CRAFTS INVITATIONAL EXHIBITION
Jan Dempsey Community Arts Center - Pottery

2012–2019

Bullock County Hospital
P/T CLINICAL QUALITY EXPERIENCE ANALYST ('17-'19)
ASSISTANT DIRECTOR OF NURSING ('14-'17)
DIRECTOR OF QUALITY & PATIENT SAFETY ('13-'14)
DIRECTOR OF CASE MANAGEMENT/INFECTION PREVENTION ('13-'14)
CHARGE NURSE OF ADDICTION/PSYCHIATRIC UNIT ('12-'13)

- Collaborated with department managers to improve quality, safety, and patient satisfaction while also increasing revenue by $1 MM.
- Orchestrated strategic initiatives during state survey accreditation periods, creating comprehensive correction plans that were 100% approved upon first review, underscoring my proficiency in policy development and operational management.
- Managed the hospital-wide education program, focusing on promoting best practices, enhancing the professional development of staff, and improving patient care across all departments.
- Analyzed and managed hospital complaints and grievances, making necessary improvements.
- Managed hospital-wide quality improvement programs, ensuring compliance and improving patient satisfaction.
- Analyzed core measure data and audited patient charts for accurate/supportive clinical documentation.
- Performed utilization review of current and past patients, to better understand patient needs and improve services.
- Innovated the Infection Prevention program, modernizing the hospital's approach to infection control, and improving patient safety standards.
- Conducted medical and psychological assessments, to understand and meet patient needs.
- Launched an optional art therapy program, enhancing patient wellbeing and engagement during their healing journey.
- Supervised 100+ employees, fostering a culture of empathy and patient-focused care, which improved morale and job satisfaction.

SOFTWARE

- Balsamiq
- Figma
- TreeJack
- SortSite
- OpenAI: ChatGPT
- Anthropic: Claude
- Bridge, LMS
- Canvas, LMS
- TalentLMS
- Laerdal LLEAP
- Articulate 360
- Mac, Microsoft, & Google Suite
- Procreate
- GoodNotes
- NextGen Healthcare, EMR
- Evident/CPSI, EMR
- Mckesson's Horizon, EMR

Experience Continued

2005-2009

Charles Henderson Child Health Center/Steps to a HealthierAL

PROGRAM COORDINATOR ('08-'09)
WORKSITE WELLNESS COORDINATOR ('06-'08)
WELLNESS & HEALTH PROMOTION ASSISTANT ('05-'06)

- Provided expertise to the Alabama Strategic Alliance for Health grant through program training, initial grant writing, and research/analysis (this grant absorbed Steps to t HealthierAL).
- Developed and enhanced sustainable health promotion programs and events related to asthma, diabetes, and obesity.
- Conducted research and analysis on healthcare policy trends.
- Fostered partnerships within the community and managed a team of 50+ volunteers and interns.
- Created promotional and educational materials, including flyers, newspaper articles, and marketing packets.

IF YOU'VE MADE IT THIS FAR, HERE ARE SOME FUN FACTS:

- Pineapple "Farmer"
- Human Translator for Yolanda
- Rebel Bonsai Collector
- Kelly Clarkson's #1 Fan
- Panera Bread Addict
- Obsessed with Moira Rose
- Reluctant Zip-line Adventurer
- Poet on the Down-Low
- 10K Race Survivor
- Avid Page-Turner
- Veggie Enthusiast
- Eternal Summer Seeker
- Melody & Tune Collector

Doodle Space

POSITION OR TITLE

Hello, I'm Andy Bernard.

NAME OF RECIPIENT
Title of Recipient
Recipient Street Address
City, State, Zip

Hi [Recipient Name],

Let's be honest: the person you're sending this to has probably seen a zillion resumes by now—imagine reading these things all day. Your brain would melt. Your eyes would glaze over. Resumes would all start to look the same, and you wouldn't care about what any of them said.

Your cover letter is your chance to shine and catch their eye like a beautiful, magical star.

Be brief and keep it classy. Rather than talking about how wonderful and hardworking you are (everybody else talks about that), talk about how you've used your awesome skills to solve real problems in the past.

This should be tailored to their needs. That means it's a good idea to do a little research ahead of time: know at least something about what sort of help they need, and know specifically how you can help. If this is irrelevant to them, your resume is likely to end up in the trash.

Now get to it. We know you'll find something great.

Warmest Regards,

Mon Profesh

MORE PROFESH
your.email@example.com
555.555.1234
www.example.com

ANDY BERNARD

Applying for:
Desired Position Here

Contact info:
your.email@example.com
555.555.1234
www.example.com
City, State

Professional References

REFERENCE NAME
Reference Title
555.555.1234
email@example.com

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Reference Title
555.555.1234
email@example.com

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555.555.1234
email@example.com

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Personal References

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