

TAYLOR LOUISE MILLER, MPH, CD

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Experienced public health practitioner and health promotion specialist; specializing in maternal and child health, pediatric behavior, and community health programming. Demonstrates strong competency in evidence-based education, program management, and cross-collaborative partnerships with clinical providers and community stakeholders. Skilled in designing and implementing health promotion initiatives that address disparities and strengthen care pathways for vulnerable populations. Brings a consulting-ready blend of clinical insight, program development experience, and equity-driven problem-solving to help organizations achieve measurable, community-centered impact.

Areas of Expertise Include:

- General Consulting
- Healthcare and Social Services Navigation
- Program Development
- Outreach Coordination
- Meeting Facilitation
- Gap Analysis
- Small & Large Class Facilitation
- Content Creation & Curriculum Development
- Communication & Marketing
- Program Implementation
- Data Entry
- Specialized Case Management
- Supervisory Experience
- Motivational Interviewing
- Medical Terminology
- Medical Triaging - Referrals
- Customer Service
- EPIC/EHR Proficient
- Grant Management
- Event Planning and Support
- Management Experience

Professional Experience

Clinical Health Educator II | Kaiser Permanente

April 2024 - Current

- Provide 1:1 direct clinical health education in-office, virtual, and telehealth appointments with Kaiser Permanente Members through evidence-based practices in pediatrics, maternal, and women's health services.
- Provides content feedback and corrections to regional and subregional consultants on child behavior, early parenting education, the American Academy of Pediatrics' newest recommendations, and specialized medical topics such as Gestational Diabetes (GDM).
- Conducts and facilitates health education classes surrounding early childhood parenting, family functioning, and child behavior.
- Subject Matter Expert (SME) in Child Behavior and Temperament and Pediatric Healthy Weight and Lifestyle appointments in our Santa Clara Health Education Departments.

- Collaborates with other licensed clinical providers such as MDs, DOs, Nurses, RDs, MFTs, and more through cross-collaborative partnerships to enhance patient management and care.
- Volunteering in a Pilot Project in collaboration with Pediatrician/Pediatric Obesity Leaders.
- Responsible for progress notes and clinical documentation in Kaiser Permanente's HealthConnect (EPIC) systems.
- Facilitation of meeting agendas.
- Provides professional opinions and expertise to Kaiser Permanente members and other providers within the organization.

Child Development Program Manager | Stars Infant Program August 2023 – November 2023

- Managed high-volume referrals for early intervention services for children ages 0–2.9, ensuring timely access to care.
- Supervised and supported a team of 40+ child development specialists (CDS) and five supervisors to enhance program quality and consistency.
- Delivered training and guidance to staff, improving understanding and execution of early intervention processes.
- Provided families with developmental resources and individualized support, strengthening parent engagement and satisfaction.
- Streamlined scheduling and assigned all 40 CDS staff to individual families and children to utilize staff available hours, providing in-home service delivery while maximizing child available support hours paid through the San Andreas Regional Center.
- Collaborated daily with leadership, HR, and external case managers to design tailored family support plans.
- Contributed to program development and integration of new strategies that improved overall effectiveness and outcomes.

Maternal Health Navigator/Doula | Roots Community Health Center February 2023 – August 2023

- Provided personalized 1-on-1 Doula services, childbirth education, and lactation support to mothers throughout their prenatal, birth, postpartum, and bereavement journeys through in-home, clinic, and hospital settings.
- Empowered families by promoting health habits based on evidence-based research, actively working to break generational disadvantages and address inequities in maternal care.
- Established and conducted peer support programs, utilizing training in maternal mental health and mental health first aid.

- Implemented screenings for postpartum depression and other perinatal mood disorders, contributing to early detection and intervention.
- Spearheaded the creation of a comprehensive training manual for newly onboarded maternal health navigators.
- Streamlined onboarding processes by efficiently managing intakes and assigning appropriate navigators based on their skills and expertise.
- Demonstrated proficiency in receiving intakes and managing the assignment of maternal health navigators, ensuring optimal support for families in need.
- Created and curated a doula services intake form to provide wrap-around services and provide needs assessments for mothers and birthing people.

Maternal Health Outreach Navigator | Roots Community Health Center

April 2022 – February 2023

- Led coordination and implementation of health promotion initiatives under the Perinatal Equity Initiative (PEI) contract with the Santa Clara County Department of Public Health and Black Infant Health.
- Advanced health programming to reduce disparities among African American/Black and other underserved populations.
- Served as lead coordinator and liaison for community partnerships, strengthening collaboration toward shared health equity goals.
- Delivered presentations to community organizations and stakeholders, promoting the W.o.W. program and highlighting accessible women's health education and wrap-around resources.
- Developed and launched new health promotion programs focused on preconception, inter-conception, and maternal health, tailored to community needs.
- Organized targeted health education events and led outreach initiatives to expand program reach and engagement.
- Supported executive finance meeting, securing full funding for the free doula services program.

Health Navigator | Roots Community Health Center

January 2020 – March 2022

- Played a pivotal role in reducing preventable high-cost ER visits through navigation services provided by Roots Community Health Center for Anthem Blue Cross and Santa Clara Family Health Plan Medi-Cal members by providing dedicated intensive case management. Provided intensive case management for 35 patients at one time, with a minimum requirement of 25 cases.
- Partnering with Nurse practitioners and students to create individualized healthcare plans, actively contributing to medical prognosis and the development of comprehensive care strategies for patients.

- Arranged and coordinated social services to support individuals in managing their comorbidities, particularly those with complex needs such as severe mental illness or homelessness.
- Utilized extensive case management services to enhance the care and support provided to low-income individuals and other vulnerable populations, ensuring a holistic approach to healthcare.
- Offering the latest in health education and navigation services to members, staying abreast of industry trends and innovations to provide the most current and relevant information to enhance patient understanding and empowerment.

Behavioral Interventionist Supervisor | ICAN LLC

September 2018 – August 2019

- Served as a dedicated Registered Behavior Technician and eventually led to additional supervisory support roles to support other behavioral interventionists, while actively engaging in therapeutic intervention cases for over 10 children with Autism Spectrum Disorder (ASD).
- Role in overseeing ASD cases, providing critical program support and goal development for children ranging from low to high support needs children.
- Collaborated closely with fellow therapists, facilitating effective communication and coordination by overlapping on cases.
- Demonstrated proficiency in handling administrative tasks, including insurance and billing responsibilities, ensuring accurate and timely processing.
- Conducted regular check-ins with families, fostering positive relationships and ensuring their ongoing satisfaction with therapeutic services.

Education

Master of Public Health (MPH)

- *Specialization in Health Promotion*

National University | San Diego, California

Bachelor of Science in Public Health

- *Minor in Deaf Educator*

San Jose State University | San Jose, California

Additional Expertise & Certifications

Certificate in Maternal Mental Health Training - Postpartum Support International (PSI)

Certified Full Spectrum Doula (CD) - SistersinLoss

Lactation Education Counselor Course - UCSD Extended Studies & The Healthy Children Project - *currently in the testing period for Certified Lactation Counselor (CLC) certification*

Trained in International Lamaze Childbirth Education - *currently in the testing period for LCCE certification - awaiting test results*

US Maternal & Infant Mortality

Black Maternal & Infant Health Disparities

Black/African American Health Disparities

Former Registered Behavior Technician (Applied Behavioral Analysis)