

**Sharlene Mak, M.S.**

Sharlene Mak is the Senior Quality Improvement Advisor at the New Jersey Innovation Institute's Healthcare Delivery System's iLab. She serves as a subject matter expert to all quality-related initiatives including the federally-funded Practice Transformation Network, which provides support and quality measurement services to over 9,000 clinicians.

Over the past five years, Ms. Mak has provided consulting and quality reporting services to hundreds of clients. She helps clients ranging from small independent physician practices to large multi-specialty health systems transition from fee-for-service to value-based care through continuous improvement. She has facilitated the continuous improvement of the Physician Quality Reporting System support team by coordinating provider and staff feedback to find efficiencies in how to improve communication with providers and build new tools. She has also worked to identify and eliminate barriers and obstacles to reinforce and/or strategize continuous improvement strategies, and assist leadership to create overall program structure including project plans, project governance, and other project initiatives.

Ms. Mak participated in development of various tools and documentation from an operational and clinical perspective to ensure compliance with Center for Medicare & Medicaid Services compliance.

Ms. Mak earned her Master's in Healthcare Systems Management at the New Jersey Institute of Technology.