







YALING ZHANG

Assistant program manager with a strong background in rehabilitation services. Recognized for improving patient outcomes and reducing length of stay. Maintains high standards of care while driving operational excellence for rehabilitation centers specializing in neurological conditions.

CONTACT

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KEY SKILLS

- Community integration
- Crisis prevention and intervention
- Documentation and reporting
- Interdisciplinary collaboration
- Team leadership and staff development

EDUCATION

- Associate of Science (A.S.) in Rehabilitation Services | UNIVERSITY OF SAN FRANCISCO, San Francisco, CA | May 2018

PROFESSIONAL EXPERIENCE

ASSISTANT PROGRAM MANAGER | REHAB WITHOUT WALLS, SAN FRANCISCO, CA | OCTOBER 2023 – PRESENT

- Manage an ongoing portfolio of 15 patient cases, ensuring compliance with Commission on Accreditation of Rehabilitation Facilities (CARF) standards
- Oversee a cumulative treatment budget of \$1.2 million and coordinate care for over 60 patients annually, including brain injury, spinal cord injury, and stroke rehab
- Increased insurance authorization approval rate from 82% to 97% by streamlining documentation and submission processes
- Reduced overall length of stay by 12 days through optimization of treatment planning process using Allscripts

LEAD REHABILITATION TECHNICIAN | NEUROSOLUTIONS REHABILITATION CENTER, SAN JOSE, CA | JUNE 2021 – SEPTEMBER 2023

- Led a team of 10 rehabilitation technicians to provide care for over 40 patients
- Introduced a new progressive independence program and increased the successful completion of client personal care goals by 40%
- Streamlined documentation accuracy and reduced time spent on paperwork by four hours per week after staff training
- Coordinated post-pandemic community integration activities and boosted community engagement hours by 75% in 2022

CERTIFICATIONS

- Basic Life Support, American Heart Association, 2024
- Certified Brain Injury Specialist, Brain Injury Association of America, 2022