

Lisa J. Armstrong

RN, B.S. | M.S. Candidate, Instructional Design and Technology

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PROFESSIONAL SUMMARY

Bilingual registered nurse (English and Spanish) with more than 30 years of experience in acute care and clinical leadership. Currently completing a Master of Science in Instructional Design and Technology. At Hippocratic AI, leads quality assurance for patient-facing healthcare AI agents, evaluating conversational systems for safety, clinical accuracy, empathy, and cultural appropriateness. Scope includes prompt adherence, tool calling, speech recognition, multilingual interactions, and clinical workflows such as scheduling, medication management, lab review, and escalation. Long-term interest lies at the intersection of instructional design, healthcare communication, and human-robot interaction to design AI agents and social robots that support learning, trust, connection, and behavior change through thoughtful dialogue, emotional intelligence, and evidence-based instruction.

EDUCATION

Master of Science, Instructional Design and Technology

Expected May 2026

Emporia State University, Emporia, KS

Graduate Certificate, Autism Spectrum Disorders

Expected May 2026

Emporia State University, Emporia, KS

Bachelor of Science, Wildlife Biology

May 1990

Kansas State University, Manhattan, KS

Associate of Applied Science, Nursing

May 1994

Kansas Wesleyan University, Salina, KS

PUBLICATIONS

Armstrong, L., & Huh, Y. (2021). *Longing to Connect: Could Social Robots Improve Social Bonding, Attachment, and Communication Among Children with Autism and Their Parents?* Social Robotics: 13th International Conference, ICSR 2021, Singapore, Singapore, November 10–13, 2021, Proceedings, Singapore, Singapore. https://doi.org/10.1007/978-3-030-90525-5_57

PROFESSIONAL EXPERIENCE

Quality Assurance Team Lead, Eval Team (Registered Nurse)

Hippocratic AI | Remote

2023 – Present

Provide clinical and technical leadership for AI-driven healthcare agents used in patient-facing interactions across scheduling, medication education, lab review, escalation, and follow-up care. Serve as the primary clinical bridge between nursing, engineering, and data science teams to ensure AI outputs are safe, accurate, empathetic, and aligned with real-world clinical standards.

- **Clinical AI Evaluation:** Evaluate LLM-powered patient conversations for clinical safety and regulatory readiness, identifying system failures across ASR, TTS, reasoning, tool calling, and multi-engine behavior.
- **QA Leadership:** Lead a nursing QA team conducting 800+ interaction reviews weekly; author detailed error summary reports that provide timely feedback to engineering teams and support iterative system improvement.
- **Error Taxonomy Design:** Design and maintain QA error taxonomies categorizing system-level failures (ASR, ingestion, reasoning) and engine-specific issues (Medication, Lab, Escalation, Scheduling, Form Fill).
- **Instructional Design:** Create learning modules bridging clinical nursing and AI technical concepts (LLMs, RLHF, RAG, NLP/NLU, ASR/TTS) with training on error taxonomies, attribution methodologies, and UI navigation.
- **Multilingual QA:** Develop AI conversation scripts and use cases in English and Spanish, ensuring clinical validity and cultural appropriateness for diverse patient populations.
- **Performance Analysis:** Analyze model performance across iterations, tracking regression risks and identifying deployment blockers; translate clinical and technical findings into actionable specifications with clear reproduction steps.

- **Proactive Quality Assurance:** Deliver preliminary findings during early testing phases to eliminate waste and prevent downstream issues, reducing deployment delays through timely issue identification.

House Supervisor / Registered Nurse

Neosho Memorial Hospital | Chanute, KS 2009 – 2022

Ensured nursing excellence through daily rounds across ER, ICU, Medical-Surgical, and OB units. Directed emergency responses, managed crisis interventions, and collaborated with physicians to optimize treatment plans. Led quality assurance and improvement initiatives focused on enhanced care delivery and patient outcomes.

- **Team Leadership:** Led multidisciplinary healthcare teams in high-pressure environments, coordinating rapid patient care while enhancing team efficacy and cohesion.
- **Quality Improvement:** Championed QA/QI initiatives that supported improvements in care delivery and patient satisfaction.
- **Documentation:** Maintained meticulous, accurate, and confidential electronic medical records, ensuring the integrity of patient information and continuity of care.
- **Recognition:** Received multiple awards for outstanding performance and compassionate care, including the Golden Apple Award and the Daisy Award.

Postpartum Registered Nurse

Wesley Medical Center | Wichita, KS 2009 – 2013

Conducted comprehensive assessments of mothers and newborns; coordinated with medical professionals for timely identification and management of postpartum complications. Educated parents on follow-up care and trained and mentored nursing colleagues and students.

- **Bilingual Patient Care:** Leveraged Spanish-English bilingual proficiency to bridge cultural barriers and ensure optimal patient outcomes.
- **Clinical Assessment:** Demonstrated exceptional physical assessment skills, facilitating early detection and rapid intervention in declining postpartum health.
- **Recognition:** Received the Frist Humanitarian Award for exemplifying extraordinary dedication to humanitarian and volunteer activities.

Founder and Director

Fellow Man International of Honduras | Honduras & Salina, KS 1999 – Present

Founded and led a nonprofit delivering transformative public health, agricultural, and educational programs to Honduran communities. Continue to serve as volunteer Director on the U.S. side of the organization, providing strategic oversight, communications support, fundraising, and operational guidance.

- **Public Health Impact:** Designed and led a public health initiative associated with a substantial reduction (90%) in lower respiratory disease mortality rates within the community.
- **Grant Writing & Fundraising:** Authored high-quality proposals to secure grants, donations, and contracts for medical, agricultural, and primary education programs.
- **Program Development:** Launched an innovative school lunch program that contributed to a notable reduction in childhood malnutrition rates.
- **Operations & Strategy:** Developed budgets and strategic business plans; directed website design, digital marketing, and social media initiatives.

Additional Experience: *RN Circulator & Scrub (1994–1999)*

TECHNICAL SKILLS & COMPETENCIES

AI/ML & QA	LLMs, RLHF, RAG, NLP/NLU, ASR/TTS, Multi-engine systems, Error taxonomy frameworks, Clinical AI safety assessment
Instructional Design	Curriculum development, Learning module design, Needs analysis, Training delivery, Workforce education
Dev & Version Control	VSCode, Cursor, IntelliJ IDEA, PyCharm, Claude Code, Git, GitHub
Healthcare Systems	Cerner, MEDITECH
Productivity	Google Workspace, Microsoft Office Suite, Microsoft Teams, Slack, Discord, Zoom

Design & Content	Adobe Creative Cloud, Canva
Operating Systems	macOS, Windows, Linux
Languages	English and Spanish (fully bilingual)

CERTIFICATIONS & LICENSURE

- Registered Nurse Licensure, Multistate Compact
- Advanced Cardiovascular Life Support (ACLS)
- Basic Life Support (BLS)

PROFESSIONAL AFFILIATIONS & HONORS

- Phi Kappa Phi Honor Society
- P.E.O. Sisterhood, an international women's organization promoting educational excellence
- Golden Apple Award, Neosho Memorial Hospital
- Daisy Award, Neosho Memorial Hospital (excellence in nursing)
- Frist Humanitarian Award, Wesley Medical Center