

# GAIL GIBBONS



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## PROFESSIONAL SUMMARY

Resourceful healthcare consultant with a solid clinical background over 20+ years management in the field. Knowledgeable about optimization strategies and evidence-based practices. Excellent problem-solving, planning and communication skills combined with a decisive and analytical nature.

## SKILLS

- Clinical Management
- Evidenced-based medicine
- Population Health
- Quality and Content management
- Program and product development
- Managing Operations and Efficiency
- Medical coding
- Excellent writing and communication

## EDUCATION

### Gwynedd Mercy University

Gwynedd Valley, PA

#### **MSM/MBA: Master of**

**Science:** Business

Administration And  
Management

### Temple University

Philadelphia, PA

**Bachelor of Arts:** Science And  
Arts

## WORK HISTORY

### OPTUM SERVICES, INC /UNITED HEALTHCARE - ASSOCIATE DIRECTOR

*Minnetonka, MN • 01/2016 - 10/2022*

- Developed quality measures/clinical indicators, medical coding strategies for system capabilities collaborating with medical directors and cross-functional teams to improve quality gaps in care.
- Aligned enterprise clinical consistency with clinical evidence, coding solutions and governance.
- Created, reviewed, and edited multiple communications including policies, clinical messaging, care alerts, clinical algorithms, annual program quality plans, evidenced-based guideline content with cross functional teams including operations, health economics, and product enterprise-wide to improve CMS, state, and regulatory compliance.

### ALERE, LLC - VICE PRESIDENT, CLINICAL INTEGRITY and COMPLIANCE

*Atlanta, GA • 01/2011 - 01/2016*

- Managed all aspects of clinical program development collaborating with cross functional teams to identify market leaders with over 100 clients in Disease/Case Management population health programs and associated clinical governance.
- Collaborated with all levels of organization to diversify,

## **Gwynedd Mercy University**

Gwynedd Valley, PA

**Associate of Science:** Science of Nursing

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launch, and expand products to capture new business.

- Oversight and design of chronic clinical program reporting measures, content with governance, clinical education, and other collateral interventions.
- Analyzed, reviewed programs, translated clinical evidence, researched, and established benchmarks to optimized program strategy and exceed clinical performance.
- Organized and facilitated medical advisory panel.

## **MATRIA HEALTHCARE, INC - DIRECTOR, CLINICAL PROGRAM DEVELOPMENT**

*Atlanta, GA • 01/2008 - 01/2011*

- Developed clinical programs, content and metrics for clinical outcomes collaboratively with product and cross-functional teams throughout product life-cycle. Moved from five chronic programs to 50 within 3 years.
- Researched targeted population and clinical evidence to support strategic direction. Performed claim analysis, and research supporting innovative program design.
- Liaised with internal and external customers and advisory board stakeholders for shared decision content, performance guarantees, procurement, algorithms, requirements, and regulatory changes.

## **COR SOLUTIONS MEDICAL, INC - MANAGER OF CLINICAL OPERATIONS**

*Plymouth Meeting, PA • 01/1999 - 01/2008*

- Oversaw overall clinical operation of nursing services and patient care management for high profiled employer and managed care clients in population health.
- Planned and managed adherence to project budget, contract expectations, implementation and assisted in identification and development of program systematic clinical algorithms.
- Established and maintained contacts at various management levels regarding clinical operations department and specific projects.
- Regularly evaluated employee performance and provided feedback.
- Identified opportunities to improve clinical practices, devised strategies and implemented plans to increase patient care standards and enhance operational

procedures.