

GAIL GIBBONS



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Gail-Gibbons.com

PROFESSIONAL SUMMARY

Resourceful nurse healthcare professional with a solid clinical background and over 20 years in the care management industry. Excellent problem-solving, program development, quality management and communication skills combined with a decisive and analytical nature.

EXPERIENCE

**OPTUM SERVICES, INC /UNITED HEALTHCARE -
ASSOCIATE DIRECTOR, CLINICAL QUALITY, Minnetonka,
MN, 8/2016-10/2022**

- Developed quality measures/clinical indicators, analyzed medical coding strategies for system capabilities and risk stratification, collaborating with medical directors and cross-functional teams to improve value-based quality gaps in care.
- Aligned enterprise clinical consistency with evidence-based medicine, 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 COMPLIANCE and
INTEGRITY, Atlanta, GA, 8/2011-8/2016**

SKILLS

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

EDUCATION

Gwynedd Mercy University, Gwynedd, PA
MSM/MBA: Master of Science, Business
Administration and Management

Temple University, Philadelphia, PA
Bachelor of Science and Arts

Gwynedd Mercy University
Gwynedd Valley, PA
Associate of Science: Science of Nursing

- Managed all aspects of clinical program development. Created multiple Disease/Case Management and prevention population health programs along with key stakeholders. Responsible for associated clinical governance.
- Collaborated with all levels of organization to diversify, launch, and expand products to capture and translate clinical evidence.
- 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, developed, facilitated medical advisory panel.

MATRIA HEALTHCARE, INC - *DIRECTOR, CLINICAL PRODUCT DEVELOPMENT*, Atlanta, Ga, 8/2008-8/2011

- Developed, designed and executed clinical program plans, content, and metrics for clinical outcomes collaboratively with product and other 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.

Other experience:

COR SOLUTIONS MEDICAL, INC - *CLINICAL OPERATIONS MANAGER, Clinical Client Ops Liaison*, Plymouth Meeting, PA, 08/1999-08/2008

NAZARETH HOSPITAL, Clinical Medical Surgical Nurse/Nurse Supervisor, Clinical Care Coordinator