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# GAIL GIBBONS, RN, MSM

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GailGibbons@Outlook.com / 267.221.9799 / Doylestown, PA 18901

## Summary

Resourceful nurse healthcare professional with deep knowledge of management of evidenced-based medicine and business practices in highly matrixed organizations in the population health industry. Adept at leading, supporting and enhancing clinical content with a decisive leadership style and strategic approach to decision making.

## Experience

### **Optum Services, Inc /United Healthcare – ASSOCIATE DIRECTOR**

#### **CLINICAL QUALITY, Minneapolis, MN**

*01/2016 - Current*

- Developed and monitor quality measures/clinical indicators, created strategies for system capabilities collaborating with medical directors and cross-functional teams to improve quality gaps in care.
- Clinical evidence knowledge, including guidelines, coding solutions and governance aligning operations with clinical consistency.
- Created, reviewed, and edited policies, annual program quality plans, and multiple clinical initiatives to improve regulatory compliance.

### **Alere, LLC - VICE-PRESIDENT CLINICAL COMPLIANCE and**

#### **INTEGRITY/PROD DEVELOPMENT, Atlanta, GA**

*01/2011 - 01/2016*

- Led clinical program strategy, medical coding and behavioral analysis for population health programs launching and expanding products to more diversify offerings to capture new business.
- Oversight and design of chronic clinical programs, reporting measures, content with governance, clinical education, and other collateral interventions.
- Analyzed, translated clinical evidence, researched, and established benchmarks to optimized program strategy and clinical performance to meet guarantees and facilitated medical advisory panel.

### **MATRIA HEALTHCARE, INC - DIRECTOR CLINICAL PRODUCT**

#### **DEVELOPMENT, Atlanta, GA**

*01/2008 - 01/2011*

- Designed and created clinical program/products and roadmaps collaborating with operations, product and cross-functional teams gathering aspects of development life cycle.
- Performed claim analysis, targeting population health and research to support innovative program design including stratification and identification.

## Skills

- Clinical Management
  - Evidenced-based medicine
  - Population Health
  - Quality assessment
  - Content management
  - Operations Management
  - Product development
  - Medical coding
  - Valued-based care
  - Excellent writing and communication
  - Proficiency in Microsoft Office
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## Education and Training

### **Gwynedd Mercy University, 06/2012**

Gwynedd Valley, PA

**Master of Science:** Business (MSM/MBA)

### **Temple University, 01/1997**

Philadelphia, PA

**Bachelor of Science:** Liberal Arts and Sciences

### **Gwynedd Mercy University, 01/1995**

Gwynedd Valley, PA

**Associate of Science:** SCIENCE OF NURSING, Active nursing license

- Participated in continuous improvement by generating ideas, suggestions, engaging in problem-solving activities to support teamwork.

**Cor Solutions Medical, Inc - Director of Clinical Operations, Plymouth**

**Meeting, PA**

*01/1999 - 01/2008*

- Oversaw clinical operations call center and focused on quality assessments, outcome indicators and customer relations.
- 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.
- Participated in nursing research and evidence-based clinical audits and leveraged data to improve research-based methodologies within clinical areas.

—— **Websites:**