

CLIENT NAME

CHIEF NURSING OFFICER

Transformational Leadership | Strategic Planning | Patient-Centric Care

Dynamic and visionary healthcare executive with over two decades of progressive leadership in clinical operations, patient care excellence, and team development within prestigious healthcare organizations. Expertise in driving strategic initiatives that enhance patient experiences, improve quality outcomes, and foster operational efficiencies. Proven track record in leading cross-functional teams to achieve accreditation, implement innovative health programs, and develop strategic partnerships. Adept at bridging IT and clinical operations to deliver patient-centric solutions and services. Recognized for excellence in leadership, with a strong foundation in nursing, healthcare management, and strategic planning. Committed to cultivating environments that advance professional growth, diversity, equity, and inclusion.

- Executive Leadership
- Clinical Operations Management
- Patient Experience & Engagement
- Population Health Planning
- IT & Clinical System Integration
- Policy Development & Compliance
- Client Retention & Satisfaction
- Talent Management
- Financial & Operational Analysis
- Cross-Functional Team Leadership
- Governance & Accreditation
- Diversity, Equity & Inclusion

PROFESSIONAL EXPERIENCE

CVS, PBM CARE MANAGEMENT DIVISION

2018 — PRESENT: LEAD DIRECTOR, NURSING (DIVISION CHIEF NURSING OFFICER)

Manage the health informatics team to maintain and evolve clinical program logic. Pioneer specialized programs to augment clinician skills and address clinical metrics needing improvement through targeted initiatives. Play a crucial role in supporting sales teams by providing clinical insights and fostering client understanding of clinical program value. Spearhead transformative leadership within the nursing department, focusing on culture enhancement and professional development.

- Revitalized division culture by implementing a culture strategy and initiatives, resulting in improved clinical staff morale and support perception.
- Launched diversity, equity, and inclusion activities, enhancing the division's commitment to a more inclusive workplace.
- Fostered professional growth and development among clinical staff through the creation of specialized programs and initiatives, increasing employee retention rates.
- Enhanced client engagement and program value demonstration leading a team of Clinical Advisors, interfacing directly with clients to highlight clinical program benefits.
- Rebranded and restructured the education team into an organizational effectiveness and talent development unit, focusing on comprehensive clinician and non-clinical onboarding and training.
- Reorganized the education team into the Organizational Effectiveness and Talent Development department, significantly improving the onboarding process and educational outreach for new clinicians.
- Established and chaired a steering committee for shared governance, developing a new governance model that strengthened leadership and governance structures within the nursing department, leading to a major increase in staff engagement in governance processes.

ACCORDANT HEALTH SERVICES, LLC

2006 – 2016: CLINICAL OPERATIONS DIRECTOR

Directed clinical operations, ensuring the delivery of clinical programs to health plans and large employer groups, meeting and exceeding contractual obligations and clinical metrics. Orchestrated cross-functional collaboration with departments such as Medical Affairs, IT, Pharmacy Operations, and Finance to optimize program success and labor expense initiatives. Advocated for process automation and quality improvements, achieving industry-leading service levels and cost efficiency. Acted as the pivotal IT clinical operations liaison for clinical system enhancements, including the development of a medication repository and scheduling capabilities.

- Managed and led a clinical staff of approximately 200, serving over 30 clients, which played a key role in achieving operational targets for compliance, execution, and member/provider service experience.
- Achieved first case management accreditation for the organization with URAC, highlighting a commitment to excellence in clinical operations and patient care.
- Played a critical role in multi-state licensure processes for nursing staff, ensuring regulatory compliance and expanding the organization's service capabilities.



- Supported the sales process from a clinical perspective, effectively presenting program overviews to clients.
- Led the assurance of clinical contractual obligations, contributing to a consistent and high-quality client and patient experience across all service lines.
- Directed the preparation and participation in onsite client audits and outcomes reporting, ensuring transparency and accountability in clinical service delivery.

ADDITIONAL EXPERIENCE

ACCORDANT HEALTH SERVICES, LLC • CLINICAL OPERATIONS MANAGER

- Oversaw the provision of care management support for members with rare and chronic conditions, focusing on problem identification and resource allocation to assist in healthcare management and wellness promotion.
- Facilitated effective communication between health plans and physicians, ensuring cohesive care strategies.
- Developed staff training programs and actively participated in quality and assessment redesign taskforces, contributing to the continuous improvement of clinical operations and patient care standards.

ACCORDANT HEALTH SERVICES, LLC • CASE MANAGER

- Performed comprehensive case management processes, assessing patient needs and coordinating care plans to ensure quality, cost-effective healthcare outcomes.
- Engaged in rigorous planning, implementation, and evaluation of care strategies, leveraging communication and resources to meet consumer health needs.
- Focused on the promotion of quality outcomes through effective coordination and monitoring of services and options available to patients.

JEFFERSON PILOT FINANCIAL • CASE MANAGER

- Executed specialized case management for company employees and enrollees with HIV/AIDS, focusing on comprehensive assessments, planning, and coordination of care to address unique health needs.
- Utilized effective communication and resource allocation to facilitate quality, cost-effective healthcare outcomes.
- Dedicated to implementing and monitoring tailored care strategies, the role emphasized the importance of compassionate care and support for individuals facing complex health challenges.

EDUCATION & CREDENTIALS

MASTER OF BUSINESS ADMINISTRATION, CONCENTRATION ON HUMAN CAPITAL
BELLEVUE UNIVERSITY

BACHELOR OF SCIENCE IN HEALTHCARE MANAGEMENT
BELLEVUE UNIVERSITY

LICENSE:

REGISTERED NURSE, NORTH CAROLINA
ESTHETICIAN

CERTIFICATIONS:

REGISTERED NURSE (RN), NORTH CAROLINA
CERTIFIED CASE MANAGER (CCM)

AWARDS:

2014 BREAKOUT RECOGNITION FOR CLINICAL LEADERSHIP REDESIGN

RECOGNIZED FOR INNOVATIVE LEADERSHIP AND STRATEGIC REDESIGN OF CLINICAL LEADERSHIP STRUCTURES, SIGNIFICANTLY ENHANCING OPERATIONAL EFFICIENCY AND TEAM MORALE.

2010 ACCORDANT GENERAL MANAGER/VP AWARD

AWARDED FOR EXCEPTIONAL CONTRIBUTIONS TO CLIENT RETENTION, SATISFACTION, AND OPERATIONAL EXCELLENCE, LEADING TO NOTABLE BUSINESS GROWTH AND SERVICE QUALITY IMPROVEMENTS.

2002 ACCORDANT PRESIDENT'S AWARD

HONORED FOR OUTSTANDING COMMITMENT TO HEALTHCARE EXCELLENCE, PATIENT CARE QUALITY, AND EMBODYING THE ORGANIZATION'S VALUES AND MISSION IN ALL ASPECTS OF CLINICAL OPERATIONS.