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***Executive Leader – Quality, Clinical Systems, Safety, Care Experience***

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- Performance-driven, collaborative, healthcare executive with expertise in operational and clinical quality improvement.
- Recognized for results in developing highly effective teams, improving quality outcomes, and implementing creative solution design and innovative care delivery models.
- Proven expertise in large scale performance improvement, cost management and managing in a complex environment.

***Professional Experience***

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**Independent Health Care Consultant and Coach** Corona, Ca  
2020 -

**Providence St. Joseph Health** Irvine, Ca  
**Regional Chief Quality Officer** 2015 - 2019

- Executive leader for clinical quality, risk management, infection prevention, patient safety/high reliability, and care experience for an integrated care network of thirteen hospitals in Los Angeles, Orange County and the High Desert.
- Leader for clinical performance improvements, quality, care experience, and clinical excellence across the enterprise.
- Direct reporting relationship for seven Regional team members and dotted line responsibility for eleven local Quality Leaders and eleven local Care Experience leaders.
- System co-leader for blood management and care experience across the enterprise (fifty one hospitals).

**Southern California Permanente Medical Group** Pasadena, Ca  
**Managing Director Clinical Operations** 2008 – Oct 2015

- Partnered with the Medical Director of Quality in oversight and design of the clinical quality program and development of improvement strategies for KP Southern California Region for four million member lives.
- Oversight for all HEDIS, publically reported quality measures and quality outcomes for enterprise-wide performance of two hundred medical offices.
- Responsible for Population Care Management, On-line Personal Action Plan, Regional Outreach, Regional Ambulatory Safety Net, and Medicare Star Quality.
- Provides consultation to thirteen Medical Center and Regional leaders, physicians and staff regarding strategies to improve clinical quality outcomes.
- Leads the Clinical Operations Department with responsibility for thirty FTE's, three cost center and operational budgets of more than eight million dollars.
- Co-leader Regional Readmission Reduction Program reducing the observed to expected readmission ratio from .98 to .77.

**San Antonio Community Hospital** Upland, Ca  
**Director Quality Management, Risk Management** 2003 - 2008  
**Medical Staff Services, CME and Cancer Registry**

**Gail Lindsay, R.N., M.A.**  
nurseqm@ca.rr.com

**Kaiser Permanente Medical Center**  
**Director, Quality and Risk Management,**  
**Professional Staff Services, Accreditation/Licensure**

Riverside, CA  
1989 - 2003

**Kaiser Foundation Hospital**  
**Staff Nurse, Nurse Manager Nursery/Pediatrics,**  
**Quality Assurance Coordinator**

Bellflower, CA  
1981 - 1989

***Education***

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M.A., Organizational Leadership B.S., Health Sciences	Chapman University	Orange, California
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Diploma, Registered Nursing	St. Vincent's Hospital School of Nursing	New York, NY
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TQM Facilitators Training	Juran Institute	Wilton, Connecticut
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Executive Leadership Program	Harvard Business School	Boston, Mass.
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***Publications***

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- A Proactive Diabetes Panel Management Approach: Can It Work and How Does It Work in a Health Care Delivery System? Journal of Patient-Centered Research and Reviews. Volume 2, May 2015
- Complex Case Conferences Associated with Reduced Hospital Admissions for High-Risk Patients with Multiple Co-morbidities. The Permanente Journal. March 15, 2014
- A Centralized Approach to Medication Safety. Pharmacy Practice News. January 2014
- Complete Care at Kaiser Permanente: Transforming Chronic and Preventive Care. Joint Commission Journal on Quality and Patient Safety. October 23, 2013
- The Readmission Reduction Program of Kaiser Permanente Southern California— Knowledge Transfer and Performance. The Permanente Journal. August 19, 2013
- Dragon Slayers - A Story of Conquering Change. Smashwords. April 2, 2012
- Proactive Office Encounter: A Systematic Approach to Preventive and Chronic Care at Every Patient Encounter. The Permanente Journal. October 2010