Trish Daly, RN MPA MS FACHE

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EXPERIENCED HEALTHCARE AND MANAGED CARE LEADER

Experienced in strategic program development in health system and health plan operations. Skilled in aligning strategy to operations, integrating technology, and achieving business process improvement. Demonstrated ability to develop and implement programs in support of strategic initiatives. Strong analytical skills. Health plan lines of business include Commercial, Medicaid and Medicare. Registered Nurse licensed in California.

An accountable, collaborative leader with a track record of effectively leading large multidisciplinary teams to success with improved financial performance. Excellent written and verbal communication skills. Expertise in:

- Managed care including utilization management, case management, population health management, networks
- Strategic program design and implementations, data analysis and programmatic reporting and monitoring
- Health systems operations leadership, program development, quality and patient experience
- Lean Six Sigma Black Belt achieving quality & performance improvement in health systems, health plans and healthcare software development
- Software Development/Technology implementation; CPOE, EMR, medical device, wireless, web services
- Education and training; staff development, corporate and academic

EXPERIENCE

Daly Consulting   *05/18* **to Present**
- Providing management consulting expertise in the managed care and healthcare provider segments of the healthcare industry. Design innovative business solutions to achieve the vision with measurable success.

Alameda Alliance for Health
Consultant: Utilization Management and Case Management
- Provided health plan consulting in utilization management and case management for Medi-Cal and Commercial lines of business in compliance with regulatory requirements, CMS and NCQA standards
- Implemented strategic clinical services initiatives around population health, care navigation, utilization management, discharge planning, medical homes in compliance with NCQA accreditation standards
- Conducted in-depth data analysis to identify opportunities and accurate reporting of clinical outcomes, processes, cost/utilization and member experience
- Designed and implemented best practices including develop policies in partnership with stakeholders
- Performed team building events with staff and managers to improve employee engagement

MedImpact NCA
Consultant: Technical Project Management
- Provided project management and consulting on healthcare delivery for software development
- Working with PBM and pharmacy mail order companies to collaborate on a single integrated consumer centered portal product utilizing web services technology and agile development
- Developed tools for reporting, scorecards and project plans to monitor progress and mitigate risks
- Coordinated the on-shore and off-shore development team activities
- Product successfully launched on time and within budget

Aetna   **11/17 to 04/18**
VP Medical Management
- Recruited to execute start-up clinical operations for the Medicaid Division of Aetna in San Diego and Sacramento Counties
- Successfully implemented and executed the clinical operations, including Case Management, Concurrent Review, Prior Authorization, LTSS and Behavioral Health that were culturally and linguistically appropriate
- Provided strategic direction and operational business plan for clinical operations in compliance with DHCS and NCQA requirements for year 1 goals
- Implemented medical management delegation oversight process with physician groups and IPAs

Kaiser Permanente San Diego   **03/16 to 11/17**
Director, Patient Safety/Risk
- Responsible for daily operations of the Patient Safety and Risk program for the San Diego Service Area
- Support all Kaiser acute care facilities, ambulatory care centers and contract facilities in patient safety systems, clinical education and risk reduction for member population
- Implemented a culture of safety including implementing TeamSTEPPS with physicians, staff and leadership
- Represented the Patient Safety program throughout the Baldrige submission and evaluation visit
- Responsible quality improvement activities related to patient safety and quality performance measures for internal and external reporting with the Permanente Medical Group and Hospitals

Anthem Blue Cross   **09/15 – 03/16**
  Executive Director Northern Region
  - Responsible for the fiscal and strategic planning of the Northern Regional Medicaid Health Plan for over 500K members in 18 northern California counties including budget management
  - Primary responsibilities included provider relations, network management, marketing, community relations, with regional oversight of quality management/HEDIS, medical management (UM and CM), and contracting
  - Developed strategic and tactical plans for enhanced provider relations, encounter reporting, cost of care initiatives, HEDIS measure improvement and enrollment growth

Scripps Health   **03/08 – 4/15**
  Scripps System Wide - Manager of Implementations   *2012-2015*
  Scripps Green Hospital - Director of Operations Improvement   *2008-2012*
  - Facilitated change management and consulting to support both the medical center and system-wide initiatives in quality, efficiency and cost of care
  - Responsible for implementing system-wide strategic initiatives including:
    ◦ Care management redesign project reducing readmissions 8.7% and reduced length of stay
    ◦ OR value stream improvements for sterile processing and surgical scheduling
    ◦ Medication administration standardization reducing medication errors 5% and achieving barcode readiness
  - Achieved $1.6M in cost savings through the implementation of an operational efficiencies program
  - Managed strategy, planning, and strategic alignment of Green Hospital operational plan, organizational objectives, leadership performance management standards and annual quality metrics plan
  - Led the patient experience department monitoring HCAHPS with Press Ganey. Achieved the highest satisfaction rating among hospitals in San Diego County for patient experience and customer service
  - Provide clinical technology leadership developing and Chairing the Green IS Review Committee; barcode taskforce, and GE Centricity EHR workgroups
  - Other accomplishments: development of key performance objectives, improving physician satisfaction ratings, CDPH filings, licensing, JCAHO compliance, AHA annual survey, and community benefit reporting
  - Achieved the Scripps Quality Award three out of four years applied

FACULTY POSITIONS
National University, *Adjunct Faculty Part Time*   *2007* **to Present**
  - As instructor in Schools of Health and Human Services and Engineering and Technology, teach healthcare administration and computer science and information systems at the graduate and undergraduate level

San Diego State University, *Part Time Faculty*   **2013 – 2015 & 2020**
  - School of Public Health courses: Health policy and quality improvement & performance measures.

University of California San Diego, *Part Time Faculty*   **2014-2016**
  - Courses: Quality operations Improvement and Information Technologies.

EDUCATION & TRAINING
- Lean Six Sigma Black Belt certification, University of California San Diego
- MS Technology, eCommerce, National University
- MPA Healthcare Administration, University of San Francisco
- BS Business Administration; Management, California State University at Sacramento
- AAS Nursing, Prairie State College

AFFILIATIONS
- Fellow, American College of Healthcare Executives (ACHE)
- Advisory Council Member and Past President for the San Diego/Imperial County ACHE chapter

OTHER ACHIEVEMENTS
- ACHE Regent's Award 2016 and ACHE Distinguished Service Award (multiple years)
- Advanced proficiency in Microsoft Office products (Excel, Word, Outlook, PowerPoint, Project, Visio) and Adobe Pro.
- User experience with software systems including: EPIC, Allscripts, Centricity, Lawson, PeopleSoft, Salesforce, JIRA, Confluence, Webex, Insight, Kronos, Google Suite, Box, Blackboard, Press Ganey, TruCare
- Pursuing Project Management Certification