

GAIL E. BOUIE, RN, MS

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Customer focused, results oriented Executive with extensive experience in hospital administration, operations, medical staff affairs, quality/performance improvement, graduate medical education and patient safety. Excels in challenging/diverse work environments and implementation of programs that exceed regulatory standards. Recognized for outstanding interpersonal, organizational and negotiation skills and a passion for quality and patient safety. Consistent record of achievement with proficiency in:

- Quality/Patient Safety
- Outstanding Facilitator/Negotiator
- Regulatory Compliance
- Successful Financial Management
- Dynamic Physician Relations
- Team Building/Leadership Development

EXPERIENCE

MEMORIAL REGIONAL HOSPITAL, PRIMARY CARE SERVICES, Hollywood FL 2008 - Present

Responsible for the day to day operations and oversight of four primary care clinics, pharmacy and mobile vans that serve the underinsured and underserved populations in southern region of Broward County. The responsibility includes the administration of the various grants state and county grant, including Ryan White and the Homeless programs customer service, productivity, quality and regulatory compliance. The clinics are a part of the Memorial Hospital System, a not-for-profit Public Health System comprised of five hospitals and over 40 ambulatory sites.

NORTH BROWARD HOSPITAL DISTRICT (NBHD) Fort Lauderdale, FL 1994 - 2007

Served in various leadership roles. NBHD is the fifth largest, not-for-profit, Public Health System in US and is comprised of four hospitals and 40 ambulatory sites. Total licensed beds of 1,500 with annual patient encounters of over 940,000.

BROWARD GENERAL and CHRIS EVERT CHILDREN'S HOSPITALS 2000 - 2007

Responsible for day to day operations of 716 bed Level 1 Tertiary Teaching Hospital, NBHD flagship hospital providing leadership direction for 14 clinical and support service departments, including: Respiratory, Pharmacy, Laboratory, Nutritional, and Radiology Services as well as, Communications, Graduate Medical Education affiliation with Nova Southeastern University School of Medicine, Quality Management, Performance Improvement, Medical Staff Services and Sleep Lab and Neurodiagnostic Services. Earlier responsibilities included Guest Services, Plant Operations, Rehabilitative, Environmental, Protective Services as well as Safety and Case Management.

Chief Operations Officer

- Oversight for successful negotiation and purchases of major radiology capital equipment including PET/CT, 64 Slice CT, PACS and digital equipment. Replacement of obsolete equipment to "state of the art" technology.
- Participated in planning, implementation and staffing for 486,000 square foot \$155 million expansion project, which was successfully completed 2005. New facility included intensive care units, surgery suites, emergency room/trauma, sleep lab, outpatient radiology and private patient care units.
- Increased by 20% compensated outpatient radiology volume/revenue.
- Facilitated opening and licensing of Retail Pharmacy. Increased revenue by 50% second year of operation, with net revenue of \$1.2 million.
- Participated in negotiation of new contract with AraMack for nutritional services including \$3 million to renovate existing cafeteria.

- Recognized 15% savings in supply cost through partnership with LabCorp by creating Reference Lab and Supply agreements.
- Reduced by 25% agency and overtime in respiratory/ nutritional services with savings of \$800,000.
- Coordinated two successful JCAHO surveys, 2003 and 2006, with highest score ever 98 in 2003.
- Coordinated successful Sleep Lab and American College of Pathology (CAP) accreditations.
- Increased collection of drug assistance dollars for uncompensated patients to \$1.4 million in 2006 compared to \$1.1 million previous year.
- Coordinated improvements in pediatric sedation results and patient safety. This initiative won JCAHO Codman's Award in 2007.
- Spearheaded the development of the System-wide Quality EXPO to showcase quality initiatives.

NORTH BROWARD HOSPITAL DISTRICT CORPORATE OFFICE 1997 - 2000

Responsible for overall coordination related to accreditation and certification surveys and facilitator for performance improvement activities for four hospitals and 40 ambulatory and physician practice sites.

Executive Director, Regulatory Compliance

- Facilitated development and implementation of medical staff credentialing process for ambulatory services and physician practices.
- Served as Governor's Sterling Quality Examiner and completed two site visits.
- Coordinated successful system-wide JCAHO surveys including educating Governing Body and medical staff on JCAHO survey process.
- Initiated Quality EXPO to showcase NBHD performance improvement initiatives.
- Developed educational module for performance improvement.
- Facilitated successful challenges for adverse recommendations issued by accrediting bodies.

BROWARD GENERAL MEDICAL CENTER 1996 - 1997

Tertiary-care facility with 744 beds including Level 1 Trauma Center, Chris Evert Children's Hospital and Heart Center of Excellence responsible for coordination and oversight for Quality Management/Performance Improvement including Peer Review and Case Management Programs.

Regional Manager, Quality/Case Management

- Implementation of programs to improve Case Management/Discharge Planning functions.
- Development of programs to enhance medical staff leadership including peer review, quality improvement, credentialing, and hospital and departmental Bylaws, Rules and Regulations.
- Coordinated Medical Staff Rules and Regulations for Ambulatory credentialing.
- Implemented strategies to reduce ICU and Behavioral Health Length of Stay
- Facilitation, development and successful implementation of critical pathways for high volume, high cost DRGs to reduce length of stay and improve patient outcomes.

CORAL SPRINGS MEDICAL CENTER 1994 - 1996

Community hospital with 200 beds providing comprehensive Medical/Surgical, Women's and Children's Services, responsible for oversight of Quality Management/Performance Improvement Programs, Medical Staff Peer Review and Utilization Review activities.

Manager, Quality Management

- Coordination and oversight for successful JCAHO survey planning and coordination.
- Implemented case management process and critical pathways for high volume/cost DRGs.

MEMORIAL HOSPITAL, Chattanooga, TN

1990 - 1994

Community Catholic hospital with 365 beds responsible for directing, coordinating and maintaining comprehensive quality programs, as well as leadership responsibility for: Risk Management, Safety, Medical Records, Medical Staff Affairs, Management Engineering, Home Health, and Social Services.

Vice President, Quality

- Coordinated two successful JCAHO Focused surveys and one Tri-Annual visit.

- Partnered with Medical Society to develop and implement Centralized Credentialing System.
- Facilitated credentialing process for Home Health Agency.
- Negotiated affiliation with drug infusion company to support Home Health business.
- Implemented successful case management strategies to improve length of stay and reduce costs.

THE METHODIST HOSPITAL, Houston, TX

1984 - 1990

Not for profit tertiary teaching facility with 1,200 beds responsible for management and direction of JCAHO process, medical staff peer review, utilization review and hospital-wide Nursing Quality Management Program.

Director, Quality Management/Utilization Review

- Implementation of DRG programs and education on reimbursement strategies for medical staff.
- Coordination of successful JCAHO surveys.
- Development and implementation of physician and nursing peer review processes.

OTHER NURSING POSITIONS

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| Texas Department of Health, Nurse Consultant, Long Term Care & Medicaid | 1978 - 1984 |
| Ben Taub Hospital, Staff Nurse, Houston, TX | 1977 - 1978 |
| Desire Methadone Clinic, Nurse, New Orleans, LA | 1974 - 1977 |
| Onslow Memorial Hospital, Nurse Supervisor, Jacksonville, NC | 1973 - 1974 |
| Holy Cross Hospital, Staff Nurse, Fort Lauderdale, FL | 1973 - 1973 |
| Methodist Hospital, Staff Nurse, New Orleans, LA | 1971 - 1973 |

EDUCATION & CERTIFICATION

Master of Science, 1985, Healthcare Administration

Texas Woman's University, Houston, TX

Bachelor of Science, 1971, Nursing

Dillard University, New Orleans, LA

FACHE of American College of Healthcare Executives

American Board of Quality Assurance & Utilization Review Physicians (ABQURP)

Diplomat certification obtained, 1998

Six Sigma/LEAN - Attended Various Seminars

PROFESSIONAL & CIVIC AFFILIATIONS

- Founder and Board Member - South Florida Chapter, National Association of Health Service Executives.
- National Educational Conference Chair - National Association of Health Service Executives.
- Board of Directors - Broward House (HIV/AIDS) Program.
- Examiner - Florida Governor's Sterling Board.
- Vice President - Alpha Kappa Alpha Sorority, Inc., Zeta Rho Omega Chapter.
- Board of Directors - Sistrunk Festival, received Community Leadership Award, 2005
- Leadership Broward Graduate Class XXIII, 2005.
- American Hospital Association Liaison to JCAHO's Professional Technical Advisory Committee.
- Member - Martin Luther King Annual Celebration Planning Committee, City of Fort Lauderdale.

FACULTY TEACHING POSITION

Florida Atlantic University, Assistant Professor, Adjunct Faculty, Fall, 2004 - Present

Undergraduate: Healthcare Quality Management

