

ISABELLA GARY

CHIEF OPERATING OFFICER

GOV. MSG. NO. 515

CONTACT

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EDUCATION

- Master's in Business Administration, University of Phoenix, 2016
- Bachelor of Science in Healthcare Administration, University of Phoenix, 2014

REFERENCES

Terrence Aratani

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Zach Johnson, CPA

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Sena Hiradate, DDS

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WORK EXPERIENCE

Chief Operating Officer

Ko'olauloa Health Center

2018 - Present

- Provides overall monitoring and evaluation at all health center sites and identifies opportunities for improvement and efficiency and makes recommendations to the Chief Executive Officer (CEO). Works with other executive managers to develop improvement strategies.
- Serves as the Chief Compliance Officer for KHC.
- Develops and implements internal monitoring tools, conducts routine team review meetings, and reports improvements/barriers to operations.
- Identifies utilization of marketing needs.
- Monitors 330e and other federal grants to ensure compliance with established outcome-based goals. Works with CEO to respond to issues and concerns raised by HRSA.
- Acts as a liaison between non-federal funding sources and management as designated.
- Participates in recruitment and retention of KHC staff.
- Identifies and assists in resolving problems related to staffing space and other utilization of facilities.
- Ensures that there is sufficient equipment and supplies to carry out day-to-day operations of all facilities.
- Assists the CEO and other management in developing of operational strategies to ensure that KHC's mission is implemented.

Director of Transformation & Utilization

Ko'olauloa Health Center

2015 - 2018

- Tracked and submitted the health center's providers' Meaningful Use progress reports and attestation.
- Coordinated the clinical quality measures of the UDS for annual reporting. Developed corrective actions and workflows that focused on the areas that needed improvement.
- Worked with clinical support staff to train them on the data entry workflows to support the health center's documented processes for health care interventions.
- Generated productivity and capacity reports for upper management and the Chief Medical Officer.
- Worked with the risk management committee on the center's emergency preparedness and operations plans.

Quality Improvement Officer & Risk Manager

Ko'olauloa Health Center

2012 - 2015

- Quality Improvement and Risk Management Committee chairperson. Coordinated the health center's clinical focus measures and documented the PDSAs for the interventions.
- Tracked the health centers QI initiatives and interventions and reported progress to upper management.
- Worked with a multidisciplinary group on the health center's patient-centered medical home recognition application.