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# MARY ELLEN O'DONNELL

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MaryEllen.ODonnell@Walgreens.com

Over 25 years of experience in healthcare improvement programs and cost reduction strategies for employers, health plans, third party payers, physicians and hospital systems. Specialties include wellness, disease management and care management.

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## AREAS OF EXPERTISE

- Care Management Program Design
- Operations Management
- Marketing & Sales
- New Program Implementation
- Healthcare Consulting
- Account Management
- Program Evaluation & QA/QI
- Outcomes Evaluation
- Team Leadership & Coaching

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## PROFESSIONAL EXPERIENCE

### Walgreens

Director, Clinical Programs and Quality

Deerfield, IL  
2010 to Present

Responsible for operations management for Clinical Outcomes and Client Reporting within the Walgreens Clinical Office.

- Developed and implemented a project planning system resulting in improved project management and business unit reporting.
- Customized and implemented Planwell, a time tracking system resulting in a searchable database for project management and resource allocation.
- Developed Outcomes Research Briefs, updated quarterly with summaries of completed outcomes research with distribution to Business Units, Sales, Marketing and Corporate Communications.
- Led the development of the Outcomes Department sites on Sharepoint, WagWiki and Walnut for corporate-wide access to research publications, posters and reports.
- Developed a corporate IRB policy and centralized IRB process.
- Responsible for the department employee engagement and public relations initiatives.
- Contributed to the clinical program development for the ACO initiative.

### Solucia Consulting, A SCIO Health Analytics Company

Vice President, Care Management

Farmington, CT  
2004-2010

Responsible for providing consulting services to employers, health plans and providers with emphasis on improving the results achieved by case, disease and wellness management programs.

- Project leader for the successful design, development and implementation of a disease management program focused on outreach and personalized health education.
- Project leader for the expansion of wellness and care management programs and reduction in costs for large Medicaid managed care organizations in Virginia and Connecticut.
- Developed successful program engagement strategies to increase participation in insurer and employer-based wellness programs.
- Provided consulting on URAC and NCQA accreditation to health plans.

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**CareAdvantage, Inc.** **Iselin, NJ**  
**Senior Vice President, Business Development, Marketing, Client Relations** **1994-2003**

Responsible for the successful development, sale and delivery of care management services. This comprehensive role covered marketing, sales, staff leadership, client relations and quality assurance.

- Designed and negotiated innovative business relationships using performance-based, at-risk fee arrangements. Consistently met or exceeded performance expectations.
- Acquired and retained long-term health plan clients, providing onsite teams to deliver improved program performance. Included program evaluation, recommendations, re-design, and implementation of performance improvement strategies.
- Conducted evaluations of plan-based care management programs and developed successful strategies to increase ROI and quality.

**Blue Cross and Blue Shield Association (1988-1994)** **Chicago, IL**  
**Practice Director, Strategic Consulting Services** **1993-1994**

Responsible for delivery of health care consulting services to Blue Cross and Blue Shield Plans, HMOs and subsidiaries.

- Led teams of consultants providing services to BCBS plans, such as benchmarking managed care best practices, operations reengineering, market analysis, strategic planning, quality improvement and URAC and NCQA accreditation preparation.

**Blue Cross and Blue Shield Association** **Chicago, IL**  
**Director, Utilization Management** **1988-1993**

Responsible for improving BCBS Plans' care management performance, piloting new systems technology and facilitating successful URAC accreditation.

- Facilitated successful URAC accreditation of 27 BCBS health plans.
- Served on the first URAC accreditation and standards committees.
- Developed, marketed and delivered a popular training program for BCBS care managers.
- Assessed care management competency of BCBS plans (30+) involved with national accounts.
- Developed outpatient review and physician profiling implementation guides.

**Blue Cross and Blue Shield United of Wisconsin** **Milwaukee, WI**  
**Manager, Managed Care Operations** **1980-1988**

- Responsible for the development and implementation of the plan's first in-house care management program including staffing, training, budget, systems selection and implementation, marketing, ongoing operations and program expansion.
- Additionally, held various management roles including responsibility for maintenance of provider fee schedules, medical underwriting and claims operations.

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**EDUCATION**

Northwestern University, Kellogg School of Management, Executive Program  
Baccalaureate degree with a major in Business Administration, Cardinal Stritch University, Milwaukee.