

GAYLE DICKERSON, MSM, CMAC



EDUCATION

- Indiana Wesleyan University May 2007
Master of Science, Management
- Indiana University May 1979
Bachelor of Science, Health Information Management

EXECUTIVE SUMMARY

Dynamic and results-driven Chief Operating Officer with 45 years of leadership experience in hospitals. Proven track record of driving operational excellence, scaling service lines, improving clinical quality, and strengthening financial performance. Expertise in regulatory compliance and multi-site operational leadership. Known for building high-performing teams and delivering data-driven results.

CAREER EXPERIENCE

Chief Operating Officer, Partner, Physician Care Coordination Consultants (PC3)
August, 2023 – present

- Lead daily operations for PC3, a newly formed consulting company based in Louisville, KY overseeing clinical, administrative and support functions
- Oversight of finance and compliance programs and workflows ensuring 100% adherence to federal and state guidelines
- Partner with other partners and division leaders on strategic growth initiatives, including new service lines and market expansion

Adjunct Professor, Purdue Global University
Health Sciences **March, 2018 – March, 2020**

Adjunct Professor, Kaplan University, Health
Sciences **Sept, 2009-March, 2018**

Director, Patient Management Services, Baptist Health **2000-present**
Director, Patient Access and Revenue Cycle, BH **2008-2014**
(Promotion)

- Administrative responsibility for Admissions, Case Management, Social Services and hospital Revenue Cycle functions
- Continue with responsibility for coordination of Utilization Review, Medical Care Evaluation and Quality Monitoring
- Administrative liaison for the medical hospitalist program

**Executive Director, Health Information Management, (BH) 1995-1999
(Promotion)**

- Continued with responsibilities of Quality Resources position and added administrative responsibility for Admitting, PBx and Health Information Management (formerly Medical Records), Social Services, Coding and CDI programs included

Director, Quality Resources Baptist Hospital East (BH) 1989 - 1995

- Direct and coordinate the activities of utilization review, medical care evaluation and quality monitoring
- Supervise review coordinators, pre-admission certification coordinator, data analysts and clerical staff
- Plan and coordinate the collection of patient care monitoring information for all medical staff committees and departments
- Supervise aggregation and reporting of quality monitoring and utilization review data for review by medical staff committees and departments
- Includes direction of the medical library

**Director, Continuity of Care (Promotion)
Sts. Mary and Elizabeth Hospital 1987 - 1989**

- Direct supervision of utilization review, discharge planning, social service, infection control, medical staff credentialing and quality assurance programs.
- Responsible for establishment of standards and procedures, as well as training of personnel, for the above areas to ensure compliance with state, governmental and accrediting agency standards.
- Quality assurance coordination included hospital and medical staff quality assurance programs
- Responsible for coordination of these programs with personnel in other hospital departments within the hospital including administration, nursing, medical records, business office, and admitting as well as coordination of programs with the medical staff.
- Communicated with physicians, board of directors, administration, ancillary department personnel, PRO, third party payer representatives as well as nursing home, home health agencies and personnel from other area hospitals

**Director, Utilization Review/Quality Assurance (Promotion)
Saints Mary and Elizabeth Hospital 1986 - 1987**

- Directed and coordinated utilization review and quality assurance programs of the hospital.
- Established standards and procedures as well as training of personnel in each of these areas.
- Quality assurance coordination included hospital and medical staff quality assurance

programs to ensure compliance with state, governmental and accrediting agency standards.

- Communicated with board of directors, physicians, administration, ancillary department personnel, and Peer Review Organization (PRO) and third-party payer representatives

**Assistant Director Medical Records/QA
Saints Mary and Elizabeth Hospital**

1985 - 1986

Responsibilities as Director of UR/QA above, as well as:

- Supervised DRG assignment by assurance of uniform, consistent and timely coding of patient records upon discharge.
- Trained personnel, communication with physicians, administration, ancillary department personnel and PRO

DRG Coordinator

Jewish Hospital

1984 - 1985

- Supervised utilization review, coding and data entry staff. Managed the medical record plan for DRG reimbursement system, data quality and final decisions in assignment of DRGs.
- Insured uniform, consistent and timely coding for reimbursement and research purposes.
- Training of personnel in all three above-mentioned areas.
- Communicated with physicians, administration, ancillary department personnel and PRO.
- Additional responsibilities included submission of recommendations related to DRG processing procedures and implementation of new procedures required to comply with changes in HCFA regulations

Manager, Billing Services

NKC Hospitals, Inc.

1983 - 1984

- Coordinated all billing functions in a 613-bed acute care facility. Supervised employees in inpatient and outpatient billing and insurance follow up sections.
- Coordinated UB82 activities with admitting, administration and data processing.
- Assisted in implementation of Prospective Payment System.
- Problem solving, productivity studies, quality assurance and planning also involved

**Director, Medical Record Department
Highlands Baptist Hospital**

1979 - 1982

- Total direction of all medical record functions in a 278-bed acute care facility with psychiatric, oncology and rehabilitation specialty beds.
- Supervised employees in transcription, medical record analysis, coding and abstracting, PSRO and quality assurance.
- Participated in development and implementation of computerized patient indexing system, retrieval system, conversion to unit numbering system for inpatients and

outpatients.

- Developed plan for, and began implementation of, centralized word processing system.
- Supervised Medical Record Administration students from both Eastern Kentucky University and Indiana University onsite