

Reynalda Davis

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DIRECTOR OF VALUE-BASED CARE

Agile servant leader with 7+ years of experience which includes driving, monitoring, and leading strategic initiatives worth \$70 million+ of at-risk revenue critical to organizational vision within value-based care. Influential decision-maker that consistently motivates direct reports and matrixed teams to deliver solutions.

Healthcare Operations | Value-Based Care | ACO Operations | Strategic Partnerships | Project Management | DEI Catalyst | Policies | Stakeholder Engagement | Business Operations | Change Management | Human Resources | Product Development | Healthcare IT | Medicare Operations | Medicaid Operations | Organization | Sustainability | Training | Presentations | Microsoft Office

PROFESSIONAL EXPERIENCE

BANNER HEALTH, Phoenix, AZ

July 2019-Present

Large Integrated health system with blend of services across the Western U.S.

Senior Manager, Alternative Payment Models (Nov 2020-Present)

- Managing \$70+ million across 18 value-based contracts for organization as part of larger Medicare and Medicaid market position strategy which include health equity initiatives for Medicare Shared Savings Program, Primary Care First, Kidney Care First, and Hospital Transformation Program
- Leads direct reports and cross-functional teams in strategy that supports Accountable Care Organization (ACO), non-ACO alternative payment models, specialty clinical integrated networks (CIN), and health plans' business positions in 4 urban and 10 rural markets
- Directs and consults on the performance of clinical integrated networks for primary care and specialty groups within ACO and non-ACO operations for 50,000+ patients
- Implemented service level agreements and health equity standardization business processes to facilitate cross-functional team collaboration and analysis within acute facilities, ambulatory settings, legal, compliance, management units, and other healthcare delivery sectors to create stronger position for insurance portfolio

Administrative Fellow, Ambulatory Division (July 2019- Nov 2020)

- Forged a joint clinical-operational structure designed to identify, mitigate, and escalate safety events catching 10% of ambulatory division events including medication errors while setting criteria for process improvement
- Integrated COVID relief staffing data to manage surge with Banner Staffing Services as key relief members during May-August 2020 surge that led to optimized hiring
- Facilitated, researched, and led 7+ diversity and inclusion sessions on our shared history and cultural competencies with 60+ team members per session
- Led and developed a nursing mentorship and coaching program that trained new directors of nursing on situational leadership for supervising staff at various levels

KY DEPARTMENT FOR PUBLIC HEALTH, Lexington, KY

Sept 2018-June 2019

Infectious Disease Branch that is part of the Cabinet for Health and Family Services

Lead Epidemiology Technical Assistant, Food and Waterborne Illness Section

- Generated, supervised, and built a comprehensive public health operations strategy for management of outbreak trends based on data-driven needs assessments of different disease levels, analytics, and workflows
- Transformed paper-based processes and streamlined for faster case reviews for exposed and symptomatic patients to support development of documentation pathway
- Mobilized, designed, and trained team on queuing process to complete over 1,500+ investigations within the paper and electronic reporting environment
- Expanded ability to coordinate strategy and collection outbreak clusters' data across state lines, within counties, and within industries like culinary settings

BJC HEALTHCARE- ST. LOUIS CHILDREN'S, St. Louis, MO

June 2018-Aug 2018

Large regional healthcare system located in the Midwest

Executive Intern to VP of Operations

- Generated compelling business case for ED refresh with projected budget of \$51k
- Strengthened safety and emergency protocols as part of an Infant Abduction Drill
- Integrated interpreter services resources for critical care areas and ED leading 14% increase in patient use

TRINITY HEALTH- MOUNT CARMEL WEST, Columbus, OH

June 2017-Aug 2017

Large regional healthcare system located in the Midwest

Executive Intern to VP of Operations

- Designed business case and processes for opioid misuse bridge clinic with estimated savings of \$24k/year
- Simplified outreach for Moms2Be program for 24 at-risk mothers and 27 babies
- Formalized and established Mount Carmel Addiction Council with 17 multi-disciplinary committee members

COMMONWEALTH EYE SURGERY, Lexington, KY

Jan 2016-May 2017

Small tertiary ophthalmologic ambulatory surgery center with clinic

Lead Patient Billing Specialist/Assistant Manager

- Supervised 7+ billing, registration, and consulting staff members and handled all patient escalations as needed
- Streamlined process for patient billing for facility and professional fees saving an hour per day off processing time
- Formalized process for an experimental prosthetics device under Medicare payors as part of revenue optimization project

XEROX-HUMANA CONTRACTOR, Lexington, KY

July 2012-March 2015

Medicare Advantage and Medicaid benefits and claims processing division

Claims Quality Auditor and Service Recovery Specialist

- Regulated five teams of 11-18 people which included providing coaching, feedback, and pay-for-performance reviews
- Audited Medicare complaints, claims processing for coordination of benefits and authorizations, and STAR metrics trends
- Demonstrated sound knowledge of insurance operations including claims, enrollment and underwriting

EDUCATION

Master of Healthcare Administration, Lexington, KY

Aug 2015- May 2018

University of Kentucky

Bachelor of Arts in Political Science, Louisville, KY

University of Louisville

CERTIFICATIONS

Mental Health First Aid at Work

June 2021-June 2024

National Council for Behavioral Health

Diversity, Equity, and Inclusion in the Workplace

May 2021-Present

University of South Florida Corporate Training and Professional Education

PROFESSIONAL AFFILIATIONS

UKMHA YOUNG LEADERS ADVISORY BOARD

Jan 2022- Present

NATIONAL ASSOCIATION OF HEALTH SERVICES EXECUTIVES

Aug 2019-Present

AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES

Aug 2018-Present

INTERVIEWEE EXPERIENCE

University of Kentucky [UK College of Public Health]. (2019, February 5). Student Spotlight: Reynalda Davis [Video]. YouTube. <https://www.youtube.com/watch?v=3kavComTfq0>

Association of Schools and Programs of Public Health. (2018, September 21). Kentucky MHA Student Selected for American Hospital Association Leadership Summit. ASPPH.Org. <https://www.aspph.org/kentucky-mha-student-selected-for-american-hospital-association-leadership-summit/>

Corrigan, P. (2018, September 1). Minority graduate students in health administration learn the difference mission makes. Catholic Health Association of the United States. <https://www.chausa.org/publications/catholic-health-world/article/september-1-2018/minority-graduate-students-in-health-administration-learn-the-difference-mission-makes>