

LISA GAIL HOLCOMB, DNP, MSN, RN, CCM, COHN-S/CM

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EDUCATION

Post Master's Certificate, UT Tyler, Nursing Education	December, 2018
DNP, George Washington University Executive Leadership	May, 2017
MSN George Washington University Health Care Quality	May, 2014
BSN Mississippi University For Women Bachelor of Science in Nursing	May, 1986

Licensure

Texas Board of Nursing
California Board of Nursing
Connecticut Board of Nursing

Professional Certifications

CCM
COHN-S/CM

Administrative Experience

SVP
VP
Director
Manager
RN-BSN Coordinator
Midwestern State University
2017-2021

PROFESSIONAL EXPERIENCE

Tarleton State University, Stephenville, TX 2022-2023
Assistant Professor Nursing

Coordinate and teach nursing courses. Collaborate with faculty to develop, teach, organize, and evaluate courses, clinical sites, and student experiences nursing program in RN-BSN and MSN programs. Advise and mentor students, as well as participate in faculty governance.

- Demonstrate knowledge and skills related to the teaching of adults, teaching methodology, curriculum development and evaluation.
- Assist in the design, implementation, and evaluation of the curriculum using a written plan.

- Plan and provide theoretical instruction that reflects an understanding of the philosophy, objectives and curriculum of the nursing program and nursing profession.
- Evaluate student achievement of curricular objectives/outcomes related to nursing knowledge and practice.
- Schedule office hours per week for student availability, if applicable.
- Maintain communication with the Dean and program chair regarding any course or student issues.
- Perform other similar duties as assigned.

Midwestern State University, Wichita Falls, TX
Adjunct Faculty

2020-present

MSN program

Teaching evidence based practice and capstone course

Employ a variety of strategies to foster student learning and discussions, as well as, encourage active learning in all students, maintain proper course-related records, and evaluate student work and provide students with feedback as to the progress toward meeting the objectives of the course. Responsible for effectively teaching students in the assigned course. Responsible for effectively implementing the mission of the College of Nursing. Teach required number of credit hours per semester based on their contract

- Demonstrate knowledge and skills related to the teaching of adults, teaching methodology, curriculum development and evaluation.
- Assist in the design, implementation, and evaluation of the curriculum using a written plan.
- Plan and provide theoretical instruction that reflects an understanding of the philosophy, objectives and curriculum of the nursing program and nursing profession.
- Evaluate student achievement of curricular objectives/outcomes related to nursing knowledge and practice.
- Schedule two office hours per week for student availability, if applicable.
- Maintain communication with the course chair and program chair regarding any course or student issues.
- Perform other similar duties as assigned.

Western Governor's University, Salt Lake City, UT
Subject Matter Expert

2021-2022

Development of Population Health Course for Population Health Equity Certificate Program

Abilene Christian University, Abilene, TX

2020-2022

Subject Matter Expert

Development of courses for MSN program, Health Care Administration Program, and Kinesiology Programs

Midwestern State University, Wichita Falls, TX

2017-2020

Assistant Professor and RN-BSN Program Coordinator

Work directly with the Chair, Wilson School of Nursing, to implement the program operations and services of the RN Transition Program. Serve as recruiter and advisor to the RN Transition students. Coordinate and teach nursing courses. Collaborate with faculty to develop, teach, organize, and evaluate courses,

clinical sites, and student experiences for the RN Transition program. Advise and mentor students, as well as participate in faculty governance. Development of the 10 RN-BSN courses as well as teaching multiple courses for the program. Lead multiple meetings for the Commission on Collegiate Nursing Education Evaluation site visit for the 2017 site visit for the Nursing Program at Midwestern State University.

Post University, Waterbury, CT

2016-2017

Adjunct Faculty

Responsible for development of courses for RN-BSN program including NURS 330(Management and Leadership) and NURS 300 (Professional Aspects of Nursing).

Paradigm Outcomes, Dallas, TX

2015-2017

Director of Operations

Responsibility for 207 nurses that perform case management for catastrophic injuries including amputation, traumatic brain injury, burns, spinal cord injury and chronic pain. Direct responsibility for quality improvement, patient outcomes, and financial performance of outcomes.

Health Direct, INC, Dallas, TX

Director of Operations

2014-2015

Responsible for management of day-to-day operations of the Utilization Review and call center departments including evaluation of daily data capture, quality assurance, program implementation, training and management of staff to achieve performance improvement, revenue enhancement and meet the managed care objectives of the company. Management of the daily operational activities of the unit from UR referral receipt to closure. Assisting in regulatory audit proceedings within the department including Utilization Review Accreditation Commission (URAC) and state agency audits and conducting internal file audits to ensure quality UR outcomes. Direct reports include 4 Nurse supervisors who are responsible for 60 staff which includes 30 nurses and 30 support staff.

Zenith Insurance, Woodland Hills, CA
2013

2009 to

Zenith Insurance Company is a national workers' compensation carrier with more than 60 years of experience helping a broad spectrum of businesses with their workers' compensation needs and is a workers' compensation specialist.

Senior Vice President
2013

2011 to

Reporting directly to the Executive Vice President for Claims Operations. Senior Vice President for nurse case management and utilization review operations. Responsible for strategic planning, analysis, utilization review compliance, performance management, training, and oversight function for the Texas Health Care Network and Medical Governing Board. Direct reports included 3 Assistant Vice Presidents and 1 Executive Assistant. The total staff also included 12 registered nurse managers, 60 nurse staff and 12 support staff.

- Development of disease management programs to address patient's co-morbid conditions
- Developed and implemented nurse case management system

- Developed and implemented utilization review program that resulted in annual savings of \$360,000 annually. This utilization review quality program resulted in CA state UR scores of 98-100 out of 100. No regulatory fines levied in any state in which we performed utilization review.
- Implemented a structured Medical Director review program that resulted in annual savings of \$600,000
- Jointly developed and implemented Pharmacy Benefit program for national operations
- Jointly developed and implemented Network Review Committee that reviewed the quality of care delivered by physicians in medical network
- Employee Survey results improved 40%-50% in all metrics with results higher than any department in claims or in the entire company

Vice President
2011

2009 to

Reporting to the Chief Medical Officer for Medical Management. Vice President for nurse case management and utilization review operations. Responsible for strategic planning, analysis, utilization review compliance, performance management, training, and oversight function for the Texas Health Care Network and Medical Governing Board. Direct reports included 3 Assistant Vice Presidents and 1 Executive Assistant. The total staff also included 12 registered nurse managers, 60 nurse staff and 12 support staff.

- Developed and implemented national nursing training program
- Developed and implemented quality review program for case management and utilization review that resulted in 50% increase in quality review scores and 60% increase in utilization review scores
- Developed and implemented weekly, monthly, and quarterly reports for nurse operations

Liberty Mutual, Irving Texas
2009

2004 to

Liberty Mutual was founded in 1912 and is the third largest property casualty insurer in the United States and has over 50,000 employees.

Western Regional Director
2006 to 2009

Reporting directly to the Assistant Vice President for Managed Care. Responsible for all case management functions in the Western Region which included CA, NV, AZ, CO, UT, NM, TX, FL, MS, AL, GA, LA, and AR. Responsibilities included training, quality assurance, budget management, and performance management. Direct reports included 8 nurse managers with total staff that included 100 registered nurses and 3 support staff.

- Developed and implemented quality review program for nurse case management
- Developed and implemented Sarbanes Oxley compliance program for nurse case management billing functions
- Developed and implemented weekly, monthly, and quarterly reports for nurse operations
- Employee survey results improved overall 70% and results were the highest for the entire nurse operations

Manager of Medical and Disability Services
2004 to 2006

Reported to the Western Regional Director with direct reports that included 13 field registered nurses that resided in NM, OK, TX and NV

- Developed quality assurance program that resulted in a 60% increase in quality review scores
- Developed and implemented weekly, monthly, and quarterly reports for nurse operations

Travelers Insurance, Richardson, TX
2004

1998 to

Travelers Insurance is a leading provider of property casualty insurance and has over 30,000 employees.

Unit Manager
2004

2001 to

Reported directly to the Director of Workers Compensation. Responsible for case management and utilization review for TX, OK, LA, and AR. Direct reports included 9 direct reports that included 20 registered nurses and 4 support staff.

- Achieved URAC certification and recertification for utilization review program
- Implemented quality review program for case management that resulted in a 50% increase in quality review scores and URAC audits that resulted in 100% scores which was a 50-60% increase in scores

Return to Work Coordinator
2001

1998 to

Reported directly to Workers Compensation Unit Manager. Responsibilities included the development and implementation of return to work programs, occupational health programs, and job analysis for insured accounts.

- Achieved a 85% reduction for several key accounts for their workers' compensation costs
- Developed and implemented training for key accounts on return to work programs and tools to reduce their workers' compensation costs

Lewisville Independent School District, Lewisville, TX
to 1998

1997

School Nurse

Direct report to the Director of Health Services. Responsible for hearing, vision and scoliosis program for 600 middle school students. Provided emergency and first aid to faculty and middle school students as well as daily administration of daily medications and education and treatment for students with asthma.

Nokia Mobile Phone, Fort Worth, TX

Occupational Health Specialist

1996 to 1997

Direct report to the Director of Occupational Health. Responsibilities included development and implementation of short-term disability programs, workers' compensation case management, return to work programs, on-site first aid, development and implementation of wellness programs, development and implementation of OSHA Bloodborne Pathogen program.

- Achieved a 75% reduction for workers' compensation costs for price per phone made and a 50% reduction in days out for short-term disability through an aggressive return to work program and case management program.

Lewisville Independent School District, Lewisville, TX
1995 to 1996

School Nurse

Direct report to the Director of Health Services. Responsible for hearing, vision and scoliosis program for 600 middle school students. Provided emergency and first aid to faculty and middle school students as well as daily administration of daily medications and education and treatment for students with asthma.

**American Airlines, Dallas-Fort Worth, TX
1995****1987 to****Manager, Corporate Nursing Services**

Direct report to the Corporate Medical Director and Chief Medical Officer. Responsibilities included managing the corporate health promotion program, regulatory programs that included the OSHA Hearing and DOT Drug Testing Program. Direct reports included 23 registered nurses and 7 support staff. Development and management of 400K corporate wellness program as well as responsibility for 7.5 million-dollar system wide budget.

Corporate Wellness Program Manager

Responsibilities included managing 11 Health Promotions Managers and supervision of 16 registered nurses. These programs included working with the Corporate Safety Department to develop ergonomic programs for 120,000 employees who were located in the United States and International locations.

- Developed proposals for educational and research case studies with the Center for Disease Control and prevention in conjunction with the HIV/AIDS training programs.
- Developed proposals for educational and research case studies with the Susan G. Komen Foundation in conjunction with the Breast Health Awareness program
- Developed and implemented a back training for field services employees
- Developed and implemented a Corporate Prevention Program, "Prevention Takes Flight" that was a program strategy of low cost through the use of available vendors, existing staff, emphasis on primary preventions, rigorous data collections and tracking to ensure cost-effectiveness of program to analyze reduction in health care costs.
- Other projects included the implementation of:
 - ❖ Operational Bloodborne Pathogen
 - ❖ Cholera Prevention

HONORS and AWARDS

BRAVO Award, 2005, Development and Implementation of job fair to hire staff for open Houston field medical case managers

Spotlight on Success, November 2004. Working with staff to achieve success

Impact Award, August 1999—recognized for development, implementation, and analysis of return to work programs for accounts

C. Everett Koop Award Nominee, June 1994-nominated for development and analysis of the Corporate Prevention Program, Prevention Takes Flight

Applause Award, 1994—recognized for implementation of insurance plan changes that included universal coverage and prenatal education incentive packages

Applause Award, 1993—recognized for work on operational bloodborne pathogen program

Dean's List, 1983, University of Alabama School of Nursing

PROFESSIONAL AFFILIATIONS:

American Association of Occupational Health Nurses

Texas Chapter American Association of Occupational Health Nurses

Dallas County American Association of Occupational Health Nurses

Case Management Society of America

PRESENTATIONS

Commission for Case Management Certification Annual Symposium, Benchmarks and the Value of Case Management. January 21, 2016, Las Vegas, NV

Paradigm Outcomes 2015 Nurse Summit Change. Challenge. Opportunity. October 23-26, 2015 New Orleans, LA

Commission for Case Manager Certification Item Writing Workshop, Wrote questions for next CCM Exam, April, 2014, Washington, DC

Commission for Case Manager Certification Item Writing Workshop, Wrote questions for next CCM Exam, April 2013, Mount Laurel, NJ

Agent School: Role of Workers Compensation Carriers, April 2010, Woodland Hills, CA

Key Strategies for Successful Return to Work, RISKTRAC Conference, June 2006,
Charlotte, NC

"Reducing your days of disability", Travelers Insurance, March 2001, Dallas, Texas

Employers School: "Controlling your workers compensation costs," Travelers Insurance, Tulsa, OK, August 2000

Employers School: "Controlling your workers compensation costs," Travelers Insurance, Oklahoma City, OK, August 2000

Employer's School: "Controlling your workers compensation costs," Little Rock,
Arkansas,
May 2000

Employer School: "Managing Workers' Compensation: Together We are Better," Travelers Insurance, Dallas, Texas Rite, May 1999

Cost Benefits of a Worksite Wellness Program, Keynote Address and CEO Breakfast, Breast Cancer Summit, Honolulu, Hawaii, June 1994

“Prevention Takes Flight, First Year Results,” Stanford Corporate Health Program 10th Anniversary Meeting, Stanford, CA, April 1994

“Broadening the Scope of Prevention Initiatives” Prevention, 1994, Atlanta, Georgia, March 1994