

# Christine Cabingabang-Tingcang

Clinical Operations Manager

GOV. MSG. NO. 541

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## PROFESSIONAL SUMMARY

Accomplished and driven healthcare professional with extensive experience in Clinical Operations Management and a strong focus on managed care models. Proven ability to lead cross-functional teams in designing and implementing coordinated, cost-effective systems of care that align with regulatory standards and improve health outcomes across diverse populations. Skilled in managing the complexities of CMS Medicare programs, including utilization management, care planning for special needs populations, and ensuring compliance with federal and state requirements.



## WORK EXPERIENCE

Highly effective in assessing healthcare delivery systems, identifying inefficiencies, and developing data-driven strategies to optimize performance and resource allocation. Demonstrated success in community health planning, inpatient and outpatient service integration, and fostering collaborative partnerships to support population health goals. Recognized for integrity, sound business judgment, and the ability to adapt quickly in fast-paced, evolving managed care environments. A confident communicator and team builder with a deep understanding of value-based care, provider networks, and the importance of quality-driven service delivery.

### **Clinical Operations Manager, MSMP Physician Collaborative – Aiea, HI      December 2017 – Present**

- Lead care coordination and quality improvement efforts for primary care practices across Oahu, Maui & the Big Island participating in Value-Based and Medicare programs (CPC+, ACO REACH), aligning clinical operations with program requirements and performance goals.
- Analyze cost and quality performance data to develop provider training, workflows, and best practice protocols—contributing to reduced ER visits, hospital readmissions, and improved CAHPS patient satisfaction scores.
- Drive operational process improvements that support Triple Aim goals by enhancing care delivery efficiency, patient outcomes, and cost-effectiveness.
- Collaborate with community-based programs to implement chronic disease management initiatives, including diabetes and blood pressure self-management, improving both physical and mental health outcomes.
- Build and maintain strong partnerships with providers, clinical staff, community organizations, and health plans to advance integrated, value-based care across the region.

### **Clinical Quality Improvement Program Specialist, FirstVitals - Honolulu, HI      December 2017 – August 2019**

- Supported primary care providers on Oahu participating in Medicare and Medicare Advantage value-based programs, focusing on reducing emergency visits, readmissions, and unnecessary specialist referrals.
- Delivered training and technical assistance to provider practices on population health strategies, care coordination, and chronic disease management to improve patient outcomes and reduce total cost of care.
- Collaborated with analysts to define data reporting requirements and ensure the accuracy and integrity of submissions to CMS, health plans, and other stakeholders.
- Partnered with community-based organizations to expand access to chronic disease education and support services, enhancing patient engagement at both local and regional levels.

### **Physician Organization Manager, Hawaii Quality Physicians Organization - Honolulu, HI**

**Jun. 2015 - December 2017**

- Supported primary care providers on Oahu in implementing and achieving goals tied to health plan value-based programs, focusing on improving population and mental health outcomes.
- Led the coordination and facilitation of health plan initiatives and workgroups aimed at enhancing care delivery and aligning provider practices with best-in-class standards.
- Developed and delivered trainings on JCAHO, NCQA, HEDIS, and CAHPS requirements to support regulatory readiness and quality performance.
- Created tools and resources to help private practices navigate the healthcare system and improve care coordination for their patient populations.

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### Project Manager, Ohana Health Plan- Kapolei, HI

June 2014 - June 2015

- Supported the development and implementation of quality improvement initiatives for Medicare and Medicaid programs, including resolution of audit deficiencies to ensure compliance with HEDIS, NCQA, and regulatory standards.
- Led cross-functional projects aimed at reducing total cost of care and improving quality outcomes through data-driven program design and provider training.
- Built partnerships with community-based organizations to enhance chronic disease management resources and improve member engagement.
- Created training modules and delivered education to internal teams and provider practices on quality improvement processes and delivering care at the top of licensure.



### WORK EXPERIENCE (CONTINUED)

### Practice Transformation Coach, Hawaii Medical Services Association (HMSA)-Honolulu, HI

August 2012- June 2014

- Supported physician organizations encompassing 40 private primary care practices participating in HMSA's Patient-Centered Medical Home (PCMH) capitation program.
- Developed and implemented policies, workflows, and operational processes to help practices meet program goals, compliance standards, and care coordination benchmarks.
- Facilitated the design and execution of quality improvement initiatives focused on improving patient outcomes, enhancing efficiency, and advancing value-based care objectives.
- Delivered hands-on training and technical support to providers and staff on integrating quality initiatives into daily practice operations.

### Health and Wellness Department Manager, Hawaii Western Management Group - Honolulu, HI

December 2010-August 2012

- Led and managed the Utilization Management team in evaluating medical necessity and appropriateness of services in accordance with health plan provisions and regulatory standards.
- Partnered with employer groups to design and implement health and wellness programs aimed at promoting preventive care and reducing chronic disease risk.
- Maintained and updated departmental policies and procedures to ensure alignment with evolving healthcare regulations and organizational goals.
- Trained staff on compliance with new federal and state healthcare reform laws, supporting regulatory readiness and operational excellence.

### Program Director, Child and Family Services: Enhanced Healthy Start-Ewa Beach Hawaii

November 2008-April 2010

- Contracted with the Department of Human Services and Department of Health to oversee programs supporting the healthcare and developmental needs of children in foster care.
- Served as a liaison between Child Welfare Services (CWS), clients, and service providers; advocated for children and families through case coordination, triage, and intake assessments.
- Developed and implemented staff training programs and clinical assessments, including child development evaluations and family planning services.
- Authored and enforced policies and procedures to ensure compliance with state mandates and improve service delivery standards.

### Medical Assistant, Kaiser Permanente- Honolulu, HI

December 1997-November 2008

- Performed both front and back office duties, including patient intake, triage, and clinical support to ensure efficient and compassionate care delivery.
- Advocated for patients and families by conducting assessments, developing care plans, and coordinating services tailored to their needs.
- Provided crisis intervention, adolescent health assessments, counseling, and health education to support youth wellness and mental health.
- Designed and implemented team-building initiatives to improve staff engagement, collaboration, and workplace morale.

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### EDUCATION

#### Bachelor of Science in Nursing

2000 - 2007

Hawaii Pacific University, Honolulu, HI

#### Associates in Medical Services Administration

1995-1997

Denver Business College, Honolulu, HI

### RELEVANT SKILLS

#### Managed Care & Compliance

- Medicare Advantage & Medicaid Program Management
- CMS, NCQA, HIPAA Regulatory Compliance
- Risk Adjustment & HEDIS Quality Measures
- Utilization Management & Care Coordination
- Value-Based Care & Population Health Management

#### Data & Quality

- Clinical Quality Improvement (CQI)
- Data Analysis & Performance Metrics
- Reporting & Dashboard Development
- CAHPS & Patient Satisfaction Improvement
- Total Cost of Care Reduction Strategies

### RELEVANT PROJECTS

#### Medicare Direct Contracting Entity (DCE) Program

Clinical Operations Manager | Jan 2022 – Dec 2022

- Led implementation of CMS Direct Contracting Entity Program for participating Hawaii-based primary care practices.
- Developed and executed chronic disease management initiatives to improve patient outcomes and reduce total cost of care.
- Created and delivered training programs for care teams on compliance, care coordination, and performance reporting under Medicare guidelines.

#### Comprehensive Primary Care Plus (CPC+) Program

Clinical Quality Improvement Program Specialist | Jan 2017 – Dec 2021

- Partnered with the Regional Quality Improvement Organization (QIO) to support over 30 primary care practices in meeting CMS CPC+ requirements.
- Designed and implemented care delivery models to enhance patient engagement and chronic condition management.
- Developed training tools and provided technical assistance to providers and staff, ensuring accurate documentation, reporting, and adherence to value-based program goals.

### AWARDS/ CERTIFICATIONS

- National Association of Professional Women – Woman of the Year

*Medical Office Administration, 2012*

Recognized for professional excellence and leadership in the healthcare field.

- Basic Life Support (BLS) Certification

American Heart Association

Valid through: 02/2027

- Certified Health and Wellness Coach

Health Coach Institute, 09/2020

Specialized in guiding individuals and groups towards sustainable lifestyles and chronic condition management

- Hospice Volunteer

Saint Francis Health Center – Honolulu, HI

- Children's Ministry Volunteer

Inspire Church – Waipahu, HI

- Bake A Blessing

Inspire Church – Waipahu, HI

### VOLUNTEER