

Mary Gemma O'Donnell, MSN, RN, CCM
Assistant Clinical Professor
Northern Arizona University
 Curriculum Vitae
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EDUCATION

Year	Degree	University	Considerations
2022-	PhD in Nursing and Healthcare Innovation	Arizona State University, Phoenix, AZ	Second-year PhD student
2009	Master of Science Nursing	University of Phoenix	summa cum laude Master's thesis: <i>Healthy Lifestyles for Life</i>
1999	Bachelor of Science Nursing	Eastern Michigan University, Ypsilanti, MI	magna cum laude Sigma Theta Tau Recipient Award
1997	Associate of Applied Science Nursing	Schoolcraft College, Livonia, MI	Award of Academic Excellence Dean's List of Academic Achievement Peer Mentor/Tutor
1980	Practical Nursing	Lackawanna County Area Vocational Technical School of Practical Nursing, Scranton, PA	

ACADEMIC POSITIONS AND COURSES TAUGHT

2021-present

Assistant Clinical Professor, RN BSN Program, Northern Arizona University (NAU), Flagstaff, AZ

NAU RN-BSN courses taught Fall 2021-Spring 2022

Fall 2023

- NUR 450C, Capstone Leadership
- NUR 321, Gerontology
- NUR 451, Preceptorship
- NUR 452, Leadership Applications

Spring 2023

- NUR 321, Gerontology 8WB
- NUR 450 C, Capstone Leadership
- NUR 451, Preceptorship

Fall 2022

- NUR 321, Gerontology, 8WA & 8WB
- NUR 451, Preceptorship

Spring 2022

- NUR 424, Informatics and Healthcare Policy
- Nur 320, Palliative Care Nursing
- NUR 321, Gerontology
- NUR 450C, Nursing Leadership

Fall 2021

- NUR 424, Informatics and Healthcare Policy
- NUR 321, Gerontology
- NUR 452, Nursing Leadership Applications
- NUR 320, Palliative Care Nursing

2018-2021

Part-Time Nursing Faculty, RN BSN Program, Northern Arizona University (NAU), Flagstaff, AZ

NAU RN-BSN (Part-time courses taught)

- NUR 450C, Nursing Leadership, Spring 2021
- NUR 424, Informatics and Healthcare Policy, Fall 2020
- NUR 424, Informatics and Healthcare Policy, Spring 2020
- NUR 424, Informatics and Healthcare Policy, Fall 2019
- NUR 424, Informatics and Healthcare Policy, Fall 2018
- NUR 450C, Nursing Leadership, Spring 2018

2011-2014

Adjunct Nursing Faculty, LPN-BSN Program, University of Phoenix, Phoenix, AZ.

University of Phoenix courses taught/mentoring

- Anatomy and Physiology NSCI 280/281
- Post-Partum/Newborn Assessment Lab
- MSN Curriculum Development Project
- LPN-BSN Curriculum Development Project
- Certified LPN-BSN Faculty Mentor

Spring, 2004

Adjunct clinical faculty, Lansing Community College, Lansing, MI.

- Instructed LPN/RN career ladder student clinical skills for Nursing 150 – Fundamentals of Nursing Care

NORTHERN ARIZONA UNIVERSITY - SCHOOL OF NURSING SERVICE

- 2021-present Student Awards and Recognition Committee
- 2020- present Advisor NAU Red Cross Club
- 2021-present Co-Lead NUR 321 Gerontology
- 2021-2022 Part-Time Clinical Faculty Task Force-Chair
- 2021-2022 Undergraduate Curriculum Committee
- 2021-2022 Undergraduate Policy Committee
- 2020-2023 Marshall: NAU Commencement Ceremonies
- Spring 2022 Mentoring Sub Committee

HEATH PROFESSIONAL EXPERIENCE

2018 to present-Northern Arizona Healthcare (NAH), Flagstaff, AZ

- BLS NAH Training Center Faculty
- Education Department
- Certified BLS Instructor
- BLS Train the Trainer
- Developed 2020 COVID Guidelines for BLS NAH Instructors

2017 to present- Northern Arizona Healthcare (NAH), Flagstaff, AZ

- Certified BLS Instructor- November 2017-present
- Provide BLS portion of training for ACLS students.

2015-2017 United Health Group Site Lead – Optum Division

Associate Director of clinical operations for Arizona Medicaid UHC (United Healthcare)

- Responsible for:
 - Oversight of clinical operations for a staff of three RN clinical managers, three Clinical Administration Coordinators, 22 Field Community Health Workers, four RNs, and one Lock-In coordinator.
 - Hire/train AZ Clinical Managers.
 - Develop AZ manager leadership tracks.
 - Attend and present PCCM data at monthly onsite Joint Operations Committee Meetings
 - Customer-facing representative for Optum.
 - Hosting quarterly onsite staff meetings and inviting local non-profit organizations in for team social responsibility events, i.e., Feed Our Babies USA, Scott Foundation Operation Toybox, Vista Del Camino.
- Achievements:
 - UHG Arizona Cultural Ambassador.
 - Led and implemented the 2016 Employee and Individual expansion initiative.

- AZ Channel 7 “Morning Scramble” interview showcasing UHC PCCM program.
- 2015 and 2016 Site Lead for the UHG Culture Ambassador Summit in Phoenix, AZ.
- 2017 Site Lead for the UHG Innovation Summit in Phoenix, AZ

2012-2015 United Health Group-Optum-Case Management and Care Coordination

Medicaid Clinical Manager RN

- Responsible for:
 - Leader of operations for Arizona and Washington states
 - Hired, trained, and supervised up to 20 direct reports
 - Hired, trained 13 WA CHWs (Community Health Workers)
 - Preceptor for PCCM WA CHWs
 - Actively hired 11 AZ CHWs
 - Trusting Relationships built with both AZ and WA Health Plans
 - Monthly AZ/WA Metric Health Plan Presentations
 - Quarterly Business Reviews onsite presentations
 - WA State Health Plan Recognition
 - WA state TEAMonitor audit prep and onsite representative
 - Multiple team GungHo! Presentations
- Achievements:
 - Emerging Leaders Program Completion 2014
 - Center for Nursing Advancement 2014 ‘Nursing Forum’ Preparation and Participation (Tricare M&V)
 - United Health Group Cultural Ambassador
 - Leader for Project Sunshine United Culture Ambassador 2014
 - Extensive Community work, including UHG, Team, and Individual contributions
 - Direct reports: Two UHG ‘Living our Value’ winners and four UHG ‘Superhero’ winners
 - 2014 Vital Signs Engagement score 100%

2007-2012 United Health Group (UHG)-OptumHealth

Team Lead and Commercial Clinical Manager-RN

- Responsible for:
 - Telephonic Case manager-CM, LCM, CiDM (Clinical Integrated Delivery Model)
 - Coach/mentor/lead for custom team case management
 - Preceptor/Trainer for case management process and modalities
 - Hire, train and supervise 14 direct reports-all RNs
 - Conduct Audits- calls, closed and open cases for case management
 - Multi-disciplinary Collaboration with Medical Director, Complex case Management, United Behavioral Health, Social Worker, Case Managers, Disease Management, Site Director, Clinical Managers, Optum Health, and UHC Account Managers

- Successfully managed the day-to-day operations for National and Public Sector Custom and Standard Accounts
- Carry out risk management and develop execution strategies, document all business processes
- Achievements:
 - Excellent performance evaluations
 - Active participant in Health Advocate Initiatives 2007 –Customer facing and using the Sales Model Office
 - Greenbelt Certification 2011
 - Active Onsite Employee Community Council member
 - 2010-2011 Optum Health iNSPIRE Mentorship Program-Mentor
 - Organized and chaired CPR Certification program for UHG OPTUM employees in Phoenix, 2012

2006-2007 United Health Group-Optum-Case Management and Care Coordination

Registered Nurse

- High-Risk Telephonic Case Manager.
- Admission Counsel Case Manager.
- Multi-disciplinary Collaboration with Medical Director, Longitudinal Case Management, United Behavioral Health, and Optum Health Social Worker.

2005 Evergreen Mesa Christian Skilled Nursing Facility, Mesa, AZ

Director of Nursing

- Responsible for oversight of certified nursing assistants, LPNs, and RNs.
- Maintain high standards of care for this 125-bed skilled nursing home and rehabilitation center.

2003-2005 Medilodge of Howell, Skilled Nursing Facility, Howell, MI.

Registered Nurse

- Responsible for supervision of certified nursing assistants.
- Provided direct resident care/In-service Educational Support/Train the Trainer Certification for Certification Nurse Aide.
- MDS (Minimum Data Set) Coordinator.
- Co-Director of Nursing for this 203-bed facility. (August 2004 to March 2005).

February 2003 – June 2003 Tendercare South Skilled Nursing Facility, Lansing, MI.

Assistant Director of Nursing

1997-2003 Medilodge of Howell Skilled Nursing Facility, Howell, MI.

Registered Nurse, Minimum Data Set (MDS) Coordinator

- Responsible for:
 - Assessing residents and developing comprehensive care plans.
 - Coordinating and facilitating admission care conferences with residents and their families.
 - Utilizing MDI Computer System for resident assessments and care plans.
 - Conferred with MDS Interdisciplinary Team.
- Achievements:
 - Devised multiple facility forms and tools to improve resident care and outcomes.
 - Received outstanding performance evaluations.

Licensed Practical Nurse (1981-1997).

- Medilodge of Howell, Howell, MI.
- St. Mary's Villa, Elmhurst, PA.
- Mercy Hospital, Scranton, PA.
- Community Medical Center, Scranton, PA.

NON-PEER-REVIEWED PUBLICATIONS

O'Donnell, M.G. (2019, November). The Red Cross: It's about the people. *Arizona's Own*. [Arizona's Own November 2019:: 4 \(modernpubsonline.com\)](https://www.modernpubsonline.com/az-own-nov-2019-4)

O'Donnell, M.G. (2019, December). Horse sense-First Aid. *Horse & Agriculture Magazine*. [December 2019 \(modernpubsonline.com\)](https://www.modernpubsonline.com/dec-2019)

O'Donnell, M.G. (2020, February). How to lose weight and keep it an off-A personal journey. *Horse & Agriculture Magazine*. [February 2020 \(modernpubsonline.com\)](https://www.modernpubsonline.com/feb-2020)

O'Donnell, M.G. (2020, June). Opioid-associated emergencies. *Horse & Agriculture Magazine*. [June 2020:: 16 \(modernpubsonline.com\)](https://www.modernpubsonline.com/june-2020-16)

O'Donnell, M.G. (2021, July 28). (July 28, 2021). The conversation project. *American Nurse*. <https://www.myamericannurse.com/the-conversation-project/>

O'Donnell, M.G. (2021, August 16). The opioid crisis-a crisis within a crisis. *American Nurse*. <https://www.myamericannurse.com/the-opioid-epidemic-a-crisis-within-a-crisis/>

O'Donnell, M. G., & Chew, C. (February/March 2023). What do I say to the person who bullied me? *Imprint*. <https://joom.ag/hq6d>

PEER-REVIEWED PUBLICATIONS

O'Donnell, M.G. (2022, March 25). Servant leadership: A call to leadership change in uncertain times. *International Journal of Nursing and Healthcare Science*. 2(3):2022-110.

PEER REVIEWER

BMC Public Health, January 2023, 1

Nursing Research, January 2023, 1 (Co-Reviewer with Dr. Elizabeth Reifsnider, ASU PhD Faculty)

RESEARCH EXPERIENCE

June 2023 to present: Research Assistant for Arizona State University NIA funded study "Learning from Friends and Family who Have Helped with Dementia Care." Principal Investigator: Dr. Zachary G. Baker, PhD.

COMMUNITY, EMPLOYER, AND ACADEMIC PRESENTATIONS

Arizona State University

- Presented an ASU student poster at WIN, "Communication Trainings for the Informal Caregiver of Persons Living with Dementia." WIN: Western Institute of Nursing conference - April 2023.

National Student Nurses Association

- "Civility in Nursing Education" presented via Zoom to the Faculty Forum of the National Student Nurses Association on February 28, 2023.
- "Bullying of nursing students: what students can do about it." presented via Zoom to the National Student Nurse Association of America students on March 27, 2023.

Northern Arizona University

- "Bullying of nursing students: what students can do about it" presented via Zoom to the Arizona State University National Student Nurse Association of America board, members, and students on November 8, 2022.
- "Caregiver Communication Tips for Persons Living with Dementia." Presented in person to Dr. Barb Dapcic's NUR 349L clinical class at The Peaks in Flagstaff, AZ, on March 8, 2023.
- "Civility in Nursing Education" presented via Zoom for Professional Faculty Development to the school of nursing "Lunch and Learn" on, March 21, 2023.
- Presented an NAU faculty poster at WIN with Laura Crouch and other Red Crossers entitled "Nursing Students Partnering with the American Red Cross for Clinical Experiences." WIN: Western Institute of Nursing conference - April 2023.

Community

- Red Cross "Pillowcase Project" and "Prepare with Pedro" presentations to K-5 at Maine Consolidated School District, Parks, AZ. May 2023.

- Red Cross “Pillowcase Project” and “Prepare with Pedro” presentations to K-5 at Maine Consolidated School District, Parks, AZ. May 2022.
- Red Cross Hands-only CPR classes taught for multiple 5th-grade classes at Killip Elementary School, May 2022.
- Red Cross “Pillowcase Project” in-class presentations to 4th grade Killip Elementary School children in Flagstaff, AZ, Feb 14, Feb 16, and Feb 17, 2022.
- Red Cross “Prepare with Pedro” and Pillowcase Project” in-person presentations to Cub Scout Pack 136- Grades K through 5th grade, Flagstaff, AZ, November to December 2021.
- Red Cross “Prepare with Pedro” and “Pillowcase Project” presentations via Zoom for Flagstaff Schools, 1st grade through 3rd grade, May-June 2021.
- 2020-2021 “Ready Rating” Red Cross presentations via Zoom to various non-profit and volunteer organizations in Arizona.
- 2017 AZNA Convention Expert Panel Guest: Nursing Outside Hospital Walls: Career Perspectives (Sept 28, 2017).
- May of 1998, 1999, and 2000, Instructor for Reproduction System “Family Life Program,” to 5th grade at St. Joseph elementary school, Howell, MI.

The University of Phoenix, Master’s Program

- Master’s Thesis Practicum: Presented four separate educational seminars to adults in the community at Corpus Christi Catholic Church, Phoenix, AZ, entitled “Healthy Lifestyles for Life” –education on the scope of obesity in the United States- November 2007; January 2008, and February 2008.

United Health Group-Optum Division

- Case Management presentation for VSEBT (Phoenix Valley Schools) Human Resource department 9/2008.
- Multiple presentations and case management system navigation demonstrations were presented to current UHC clients and potential UHC (United Healthcare) customers for OptumHealth as a member of Health Advocacy Initiatives 2007-2012. Presentations showcased an example of a consumer’s case management experience starting from the first call through the consumer’s timeline and RN engagement experience.

Eastern Michigan University- BSN Program

- “Pain Assessment in the Cognitively Impaired Long-Term Care Resident,” Scholarly Achievement Day, Eastern Michigan University, Nov. 1, 1999.

HONORS AND AWARDS

- Ann Magnussen Award, American Red Cross (June 2022)
- ASU- University Graduate Fellowship (May 2022)
- Sigma Theta Tau International Honor Society in Nursing (1997-2018)
- United Health Group Culture Ambassador (2014-2017)

LICENSURES/CERTIFICATIONS

- RN Arizona license # RN133120
- RN Michigan license # 4704213617
- Certified Case Manager #143198
- Certified American Heart Association BLS Instructor #12170632739
- LEAN Six Sigma Green Belt Certification 2011

PROFESSIONAL AFFILIATIONS

- Western Institute of Nursing (2022-) #F32E1062T1
- Gerontological Society of America (2022-) # 1243446
- Graduate Nursing Student Academy (2022-) # 186579
- Arizona American Nurses Association-AZNA (2017-present) #3425456
 - Northern Arizona Nurses Association (NAzNA) Chapter Secretary (2022-present).
 - Northern Arizona Nurses Association (NAzNA) Chapter-Director at Large-Education Focus (2021).
 - AZNA Poster Abstract Reviewer, Summer 2021.
- AACN (American Association of Colleges of Nursing), 2021-current member
- Arizona State University- Graduate Nursing Organization -2022-2023

COMMUNITY SERVICE

- Created an Alzheimer's Association sponsored bereaved dementia family caregiver support group in Flagstaff AZ, first group meeting on 8/29/23; I am the primary facilitator of the support group. It is held on the 4th Tuesday of the month at 6pm.
- Joined NAZADA's (Northern Arizona Alzheimer's and Dementia Alliance) sponsored Flagstaff Majestic Mountain Memory Café volunteer group. It is a time when family dementia caregivers bring their loved ones together for camaraderie, socialization, and fun things to do (February 2023-present)
- Served on the Arizona Nurses Association (AZNA) Fallen Nurses Committee, Flagstaff, AZ. (Spring 2022)
- Red Cross Volunteer, Flagstaff, AZ.- 2019 to present.
 - Served as a Disaster Health Services RN for the Flagstaff Museum Fire, July 2019, Shelter
 - Red Cross University Associates degree in Mass Care/Sheltering November 2019.
 - Ready Rating Advisor and Presenter (2020 to present).
 - Prepare with Pedro Presenter (K-2nd grades)- 2021 to present.
 - Pillowcase Project Presenter (3rd-5th grades)- 2021 to present.
 - NAU Red Cross Club- co-advisor (Spring 2022 to present).

- “The Peaks” Senior Living Community volunteer in the Pearl Garden. Flagstaff, AZ 2017-2018.
- United Health Group- Community Opportunities/Involvement (2009 – 2017)
 - Led Multiple Individual and UHC Team Sponsored Goodwill Fund Raising opportunities, March of Dimes, and AHA Walks.
 - Project Sunshine Grins to Go (UHG), HEAT Relief AZ, Southwest Human Development Back to School Drive-Optum (UHG) sponsored Girl Scout Cookies Donations to our military overseas.
 - St Mary’s Food Bank Volunteer/donations, Optum (UHG) Giving Tree, Feed Our Babies USA, Scott Foundation, Vista Del Camino Scottsdale.
 - Wrote and illustrated “Cards for Hospitalized Kids.”
 - Chair of the 2011 OptumHealth (UHG) Phoenix Elementary School District #1 Project
 - Encompassed an OptumHealth Phoenix site Silent Auction, coordinated with five Walgreens stores, and set up donation Kiosks; organized grassroots requests for donations from Arizona Target stores and local businesses.
 - Raised thousands of dollars’ worth of school supply donations.
 - Facilitated and Co-Chaired UHG-OptumHealth (UHG) Health Fairs for three years with over 200 plus attendants and over 25 vendors each year.
 - Organized and Chaired the OptumHealth (UHG) Giving Tree December 2010 Project, which provided holiday gifts for five underserved Families with children attending the Phoenix Elementary School District #1.
 - Organized and Chaired the OptumHealth (UHG) UMOM Snow Cone and Face Painting event at the Phoenix located UMOM Family Shelter “Fun in the Sun Water Day” event in June 2010. Over 200 families are in residence.
 - This event has become annual since its inception.
 - Organized and chaired the 2010 OptumHealth (UHG) Phoenix Elementary School District #1 Project that rose over \$5000.00 in school supplies for their classrooms.
 - Initiated OptumHealth (UHG) annual Holiday Caroling event at UMOM Family Homeless Shelter in Phoenix, 2009.
- Pet-a-Pet Coordinator for Livingston County, MI, bringing pets into local nursing homes once a month (1998 – 2000).