

GINA T. EUBANKS, MPH, PhD

gina7@ufl.edu

OBJECTIVE:

Versatile quality improvement professional seeking to improve health outcomes by offering advanced quality improvement, health policy and health systems research, and implementation science expertise acquired through demonstrable experience evaluating and researching state and managed care health systems' quality improvement programs and performance improvement projects targeting multiple areas of health outcomes. Crafted ability to effectively employ PDSA methodology to identify opportunities for improvement and their root causes, develop targeted approaches to address the opportunities for improvement, and assess outcomes. An established career in quality improvement, health outcomes research, and an innovative capacity to maximize the value of a transferrable skillset across multiple disciplines and industries. Excellent leadership and interpersonal skills (obtained Serving Leadership training), adept at exceeding established goals whether working autonomously or as a key member of a cross-functional team. Extensive experience conducting health services and implementation science research using current literature and health outcomes research methods. Regularly use SAS and the entire Microsoft Office suite and interchange between PC and Mac operating systems.

Areas of strength include:

- Quality Improvement
- Health Outcomes Research
- Health Systems and Policy
- Implementation Science Methods
- Program Development and Evaluation
- Social Determinants of Health
- Leadership and Mentorship
- Stakeholder Engagement
- Big Data – Admin (Medicaid and Medicare) and EHR

EDUCATION

Master of Public Health,
Global Health Practice
University of South Florida, 2011

Baccalaureate of Art,
Anthropology/Czech Language & Culture
University of Florida, 2004

PhD in Medical Sciences, University of Florida, College of Medicine | August 2023, Concentration: Health Outcomes and Policy

PROFESSIONAL EXPERIENCE

Assistant Scientist and Director, Quality Improvement and Implementation Science—University of Florida, Department of Health Outcomes and Biomedical Informatics | Texas EQRO | March 2012 to Present | Full-time | 40-50 hours per week

- Directly supervise a team of quality improvement specialists and coding analysts and oversee: 1) the daily operations of the Quality Improvement (QI) and Implementation Science team and ensure the successful and timely completion of all QI deliverables; and 2) the production of reports related to the Texas External Quality Review Organization (EQRO) deliverables.
- Engage key stakeholders and leading stakeholder workgroups to develop a statewide performance improvement project targeting vulnerable populations, specifically Medicaid beneficiaries with complex care needs who are high utilizers of the emergency room and inpatient stays.
- Utilize administrative Medicaid data and survey data to conduct quantitative and qualitative studies to identify and address opportunities for improvement in health outcomes among vulnerable populations and present the findings to the state in a report and make recommendations to the state on how to address the findings.
- Maintain in-depth knowledge of quality improvement and implementation science methodologies, contract deliverables and new developments related to the EQRO project.
- Lead multidisciplinary meetings with health plan executives and State representatives to review health plan quality improvement programs and compliance with state and federal regulations.
- Organize and lead full day workshops to provide technical assistance and guidance on performance improvement projects to lead representatives of managed care organizations and the State.
- As a subject matter expert, I apply continuous quality improvement and PDSA methodologies to provide guidance and technical assistance to the state agency and health plans to foster continuous quality improvement and effective development and implementation of performance improvement projects targeting vulnerable populations. Maintain up-to-date knowledge and am the subject matter expert on implementation science methods, performance improvement, rapid-cycle PDSA, health systems research, health policy, and measure development and use, including the NCQA Healthcare Effectiveness Data Information Set (HEDIS), 3M PPEs, and other standardized measures, such as the AHRQ and CMS quality measures.

GINA T. EUBANKS, MPH, PhD

gina7@ufl.edu

- Research and analyze structure, processes, and outcomes for health plans involved in state health programs and write reports to communicate strengths and opportunities for improvement to key stakeholders.
- Assess, evaluate, and validate: 1) health plan structure, processes, and outcomes through their quality improvement (QI) programs, performance improvement projects, administrative organization related to health quality, and encounter data (via medical record review); and 2) health plan compliance with state and federal regulations and provide recommendations to improve compliance and performance.
- Collaborate directly with: 1) the Principal Investigator and other faculty on strategic planning for the project to recommend, develop and assist in the strategic long-range planning process as it relates to the project's mission and goals; and 2) key stakeholders to identify opportunities for improvement and develop strategies to address the identified opportunities and associated barriers to improve outcomes of care in the Medicaid population.

Medical Writer—Independent Consultant, LexisNexis | June 2012 to August 2016 | Part-time | 10 hours per week

- Monitored developments and performed ongoing medicolegal research for medical malpractice and personal injury areas of law, and incorporated scope of coverage necessary to ensure quality content that accurately explains new and existing developments in medical research.
- Prepared manuscript consisting of content suitable to render medicolegal treatises up-to-date, accurate, and complete.
- Conduct market-based research to identify consumer needs and align industry-specific product initiatives with market demand.
- Proficient with *APA Style* and the publishing standards set forth in the *Publication Manual of the American Psychological Association*.
- Published medical author with writing samples to provide upon request.

Internship, Village Partners International—Papoli, Uganda | May 2011 to August 2011 | Full-time | 40 hours per week

- Developed and implemented a project to identify the needs of the community.
- Collaborated with local Non-Governmental Organization to conduct needs assessment.
- Led focus groups and conducted key informant interviews.
- Administered household surveys and collected anthropometric measurements.
- Led malaria and nutrition workshops.
- Taught immunology to local students in secondary school.
- Taught the women's health education session for adolescent females.
- Produced the final report detailing the project objective, final outcomes, and follow-up recommendations.

Supervisor, Research Project Coordinator—Emory University, Department of Medicine, Division of Cardiology | June 2008 to December 2009 | Full-time | 40-50 hours per week

- Coordinated the start-up of a new clinical research lab in addition to the transfer of equipment, research records and two NIH studies from one academic institution to another academic institution
- Performed statistical analyses, interpreted data, wrote manuscripts, book chapters, and assisted in grant writing
- Corresponded with the National Institutes of Health (NIH) to provide updates on the status of two NIH-funded studies
- Prepared and presented study progress reports for the Data Safety and Monitoring Board (DSMB) for annual review of NIH studies
- Determined job responsibilities and descriptions for research staff positions
- Managed two ongoing NIH studies and supervised all research staff
- Ensured compliance with Institutional Review Board (IRB) and VA-SCI requirements for all studies
- Trained new personnel
- Conducted mental stress tests on research participants and trained research nurses and medical fellows on test procedures
- Presented abstracts at conferences
- Collaborated with co-investigators to develop new research protocols and projects
- Managed the budget and expenses for two NIH studies

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

- Eubanks, G. T., Pearson, T., Bussing, R., Shenkman, E.A., and Gurka, M.J. Guideline-concordant Metabolic Screening and Monitoring Rates among Adults Prescribed a Second-Generation Antipsychotic (*In Progress*)

GINA T. EUBANKS, MPH, PhD

gina7@ufl.edu

- Eubanks, G. T., Pearson, T., Modave, F., Bussing, R., Shenkman, E.A., and Gurka, M.J. Advancing the Implementation of a Multi-level Approach to Improve the Receipt of Guideline Concordant Care among Individuals Prescribed a Second-Generation Antipsychotic: A Conceptual Framework (*In Progress*)
- December 2021 | Eubanks, G.T. The Perfect Performance Improvement Project
- June 2021 | Eubanks, G.T. Performance Improvement Projects (PIPs): The Use of Evidence-based Implementation Science Strategies for the PIPs and Open Q & A
- February 2021 | Eubanks, G.T. Pragmatic Clinical Trials: Overview of Dissemination and Implementation Research – Frameworks, Strategies, and Outcomes
- May 2020 | Eubanks, G.T. CMS EQR Protocol 1 – Performance Improvement Projects: Updates and Guidance on Addressing New Requirements
- May 2019 | Eubanks, G.T. Technical Assistance for 2020 Performance Improvement Projects Targeting the Improvement in Integration of Behavioral and Physical Health Care among Medicaid Beneficiaries with Complex Needs
- May 2019 | Eubanks, G.T. Opportunities for Improvement in Conducting Performance Improvement Projects – Challenges with Reporting on and Implementing Performance Improvement Projects
- May 2019 | Eubanks, G.T. Opportunities for Improvement in Conducting Performance Improvement Projects – Applying Plan Do Study Act (PDSA), Rapid Cycle Improvement, and Implementation Science Methods to Develop and Implement Performance Improvement Projects with a Greater Impact on Health Outcomes among Medicaid Beneficiaries
- September 2018 | Eubanks, G.T. and Shenkman, E. A. Quality of Care among Children, Adolescents, and Nursing Home Residents Prescribed an Antipsychotic
- June 2018 | Eubanks, G.T. Medicaid Beneficiaries with Complex Needs and High Utilization: A Statewide Approach to Reducing Utilization and Improving Health Outcomes
- November 2017 | Eubanks, G.T. and Shenkman, E.A. Implementation Science Strategies to Improve Quality of Care: Antipsychotic Use as a Case Study.
- July 2017 | Eubanks, G.T. Performance Improvement Projects: Technical Assistance.
- April 2017 | Eubanks, G.T., Modave, F., Lipori, G., Bussing, R., Shenkman, E.A., and Gurka, M.J. Metabolic Screening and Monitoring among Individuals Prescribed a Second-generation Antipsychotic: A Narrative Review (poster presentation). Institute for Child Health Policy Research Day; Gainesville, Florida
- February 2017 | Eubanks, G.T. and Ranka, D. Potentially Preventable Events and Performance Improvement Projects: Reporting Strategies and Resources
- June 2016 | Eubanks, G.T. Performance Improvement Projects: Technical Assistance.
- November 2015 | Eubanks, G.T. and Delcher, C. Feasibility of Conducting Statewide Performance Improvement Projects Targeting Super Utilizers.
- November 2015 | Eubanks, G.T. Collaborative Performance Improvement Project Workgroup: Questions and Answers.
- November 2015 | Eubanks, G.T. Collaborative Performance Improvement Project Workgroup: Strategies to Address Barriers.
- November 2015 | Eubanks, G.T. Strategies for the Development and Implementation of Collaborative Performance Improvement Projects: Collaborative PIP Guidelines and Best Practices.
- April 2013 | Rudner Lugo, N. and Eubanks, G.T. Collaborative Performance Improvement Projects: Strategies and Technical Assistance.
- May 2012 | Rudner Lugo, N., Eubanks, G.T., and Manini, L. Administrative Interviews, Quality Assessment and Performance Improvement Programs, Performance Improvement Projects, and HEDIS® Hybrids.
- Hassan, M., Li, Q., Brumback, B., Lucey, D.G., Bestland, M., **Eubanks, G.T.**, Fillingim, R.B., Sheps, D.S. Comparison of Peripheral Arterial Response to Mental Stress among Men vs. Women with Coronary Artery Disease, 2008. *Am J Cardiology*, Oct 15; 102(8): 970-4.
- **Eubanks, G.T.**, Hassan, M., Li, Q., Sheps, D.S. The Effects of Mindfulness Based Stress Reduction on Perceived Coping Skills in Patients with Coronary Artery Disease. *Oral Presentation*, 2009.
- **Eubanks, G.T.**, Hassan, M., Handberg, E.M., Schofield, R.S., Sheps, D.S. Effects of Exercise on Cardiovascular Health. *Netter's Cardiology 2nd Edition*, July 2010.
- **Eubanks, G.T.**, Hassan, M., Sheps, D.S. Biological Measures and Biomarkers: Cardiac Measures. *ABMR Behavioral Medicine Handbook*, 2010.

INTERNATIONAL EXPERIENCE

Guyana, Health and Educational Relief Organization, Inc.—Medical Relief Mission Volunteer | Every August 2001 – 2014

GINA T. EUBANKS, MPH, PhD

gina7@ufl.edu

- Traveled to Guyana on an annual basis to provide medical care and health education to the local population from 2001-2005.
- Triage patients, took vitals, assisted in minor surgical procedures, led health education sessions, dispensed medicine, mentored and trained new volunteers, and worked with the founder to develop new ideas for future endeavors for the organization.
- In 2014, I expanded my work in Guyana to conduct an opinion survey among community members in Linden, Guyana in order to identify the needs of the community members.

Papoli, Uganda—Needs Assessment | Summer 2011

- Conducted a baseline assessment to determine the needs of the community and the feasibility of program implementation.
- Conducted household surveys, held focus groups and key informant interviews, and conducted health workshops. All work focused on malaria, intestinal parasites, nutrition, and food security.
- Conducted independent risk assessment of intestinal parasites in school-aged children. Onsite needs assessment required reorganization and refocus of the research and led to an independent project focusing on the filing and medical record system within the community.

Nankai University, Tianjin, China—Study of International Public Health Systems | Summer 2010

- Studied public health at Nankai University in Tianjin, China. Visited several public health venues in the Tianjin – Beijing area to gain an understanding of the Chinese public health system.
- Areas of focus included women’s empowerment, rural health care, traditional Chinese medicine, practice of Western medicine in China, health policy and management within Chinese businesses, health insurance options, vital health statistics, migrant workers, teenage suicides, and political involvement in health care and public health.
- Conducted independent research on the SARS outbreak and focused on the public health response within China by the Chinese CDC and the WHO.

Czech Republic—Independent Research and Cultural Study | Summers 2002 and 2004

- Researched the effect of the use of public transportation on the levels of obesity in the Czech Republic.
- Interviewed key personnel at the Czech Society for the Study of Obesity (CSSO), collected observational data, collected data from the Czech transportation registry, and researched past and present Czech eating habits and food sales.
- Analyzed data using SPSS to determine the relationship between the use of public transportation and obesity.

PROFESSIONAL CERTIFICATIONS AND TRAININGS

- Serving Leadership, Third River Partners, 2022
- Public Health Certification, National Board of Public Health Association, 2011.
- Data Quality Certification, USAID Global Health Certificate Course, 2011.
- Commercial Private Health Sector Basics Certification, USAID Global Health Certificate Course, 2011.
- HIV Basics Certification, USAID Global Health Certificate Course, 2011.

PROFESSIONAL MEMBERSHIPS

- 2014 to Present | Academy Health.
- 2012 to Present | Academic and Professional Assembly (APA).
- 2011 to Present | American Public Health Association (APHA).
- 2011 to Present | American Society of Tropical Medicine and Hygiene (ASTMH).

TECHNOLOGICAL PROFICIENCIES AND MEDICAL SOFTWARE PROGRAMS

- Proficient and regular use of the entire Microsoft Office suite with proficient experience interchanging between PC and MAC operating systems.
- Knowledge and use of SAS, SPSS, Access, and Adobe.

GINA T. EUBANKS, MPH, PhD

gina7@ufl.edu

VOLUNTEER EXPERIENCE

- Chair of Steering Committee, Women Build, Habitat for Humanity | 2012 – 2014
- Member of Grant Writing Committee, Women Build, Habitat for Humanity | 2012 – 2014
- Disaster Relief Volunteer, American Red Cross – North-Central Florida Chapter | 2012 – 2013
- Women Build, Habitat for Humanity | 2007 – 2015
- Medical relief mission Volunteer, Guyana, Health and Educational Relief Organization, Inc. | 2001 – 2014

ACADEMIC ACCOMPLISHMENTS

Academic Teaching Experience

- Spring 2021 | Teaching Assistant, Pragmatic Trials | Graduate Course | University of Florida | Department of Health Outcomes and Biomedical Informatics.

Academic Awards and Honors

- Received REU Grant for Research Assistantship | 2004.
- Achieved Dean's List for Academic Excellence | May 2000 and May 2002.

Academic Memberships

- Member of Alpha Epsilon Lambda (AEL), Alpha Epsilon Lambda Graduate Student Honor's Society, Alpha Chapter | 2014 – Present.
- President of Infectious Disease Association, University of South Florida, College of Public Health | 2010 – 2011.
- Member of the Global Health Student Association, University of South Florida, College of Public Health | 2009 – 2011.
- Member of the Public Health Student Association, University of South Florida, College of Public Health | 2009 – 2011.

Academic Presentations

- Raney, V., **Eubanks, G.T.**, and Llanos, K. Performance Measurement for Accountability and Quality Improvement. CMS National Quality Conference | January 2019 in Baltimore, MD.
- Chavez, S., **Eubanks, G.T.**, and Shenkman, E.A. A review of performance measures and interventions for weight assessment and counseling for nutrition and physical activity for children and adolescents (poster presentation). Institute for Child Health Policy Research Day | April 2018 in Gainesville, FL.
- **Eubanks, G.T.**, Modave, F., Lipori, G., Bussing, R., Shenkman, E.A., and Gurka, M.J. Metabolic screening and monitoring among individuals prescribed a second-generation antipsychotic: A narrative review (poster presentation). Institute for Child Health Policy Research Day | April 2017 in Gainesville, FL.
- **Eubanks, G.T.**, Elyaman, S., Ranka, R., and DeLoache, C. Assessing the needs of the community in Linden, Guyana: A community opinion survey (poster presentation). Institute for Child Health Policy Research Day | April 2014 in Gainesville, FL.
- Norton, C., Schultz, J., Kulshreshtha, A., Nieva, R., **Eubanks, G.T.**, Hassan, M., Johnson, J., Langae, T., Su, S., and Sheps, D.S. Angiotensin II type 1 receptor polymorphism is associated with baseline hemodynamics among patients with coronary artery disease and exercise-induced myocardial ischemia: Results from the Psychophysiological Investigations of Myocardial Ischemia Study (poster presentation). Journal of American College of Cardiology; 2011 April 05; 57(14): E1297.
- **Eubanks, G.T.**, Hassan, M., Li, Q., and Sheps, D.S. The effects of mindfulness based stress reduction on perceived coping skills in patients with coronary artery disease. American Psychosomatic Society | April 2009 in Chicago, IL.
- **Eubanks, G.T.**, Hassan, M., and Sheps, D.S. The effect of acute psychological stress on QT dispersion in patients with coronary artery disease (poster presentation). International Conference of Non-Invasive Cardiovascular Imaging | August 2009 in Barcelona, Spain.