

DONNA NADINE BAILEY, RN, BSN

Healthcare Learning & Talent Development Leader

Healthcare Learning & Talent Development | Onboarding & Employee Development | Manager Capability & AI Enablement

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EXECUTIVE POSITIONING

Healthcare learning and talent development leader with 15+ years spanning clinical care, Medicare managed care, payer operations, enterprise onboarding, manager capability and learning technology adoption. Leads multi-department programs that strengthen new-hire readiness, standardize learning across clinical and operational teams, expand manager capability and accelerate adoption of new tools. Translates business priorities into right-sized learning, workflow and enablement solutions, partnering with directors, VPs, business owners and SMEs from needs assessment through rollout, measurement and continuous improvement. Combines clinical credibility, enterprise program ownership and people-centered design to help employees enter, learn, grow, perform and stay.

SELECTED LEADERSHIP EVIDENCE

700+ staff reached through enterprise service and UM learning	500 staff supported through 6 Care Management LEAP curricula	416 new hires onboarded; virtual orientation in 2025	+123% Summer Internship growth from 17 to 38 interns
25.5% / 39% month-over-month Copilot adoption growth after Business Writing for Leaders	25% / 20% customer satisfaction improvement and grievance reduction tied to service work	36 care management courses converted for remote LMS access	85%+ pass rate for VNS certification preparation

CORE CAPABILITY MAP

Learning & Talent Development: enterprise learning strategy | onboarding & employee development | manager capability | needs analysis | performance consulting | workforce readiness | early-career development | learning operations | program measurement

Healthcare Learning: clinical learning | care management | utilization management | Medicare managed care | member experience | customer service excellence | appeals and grievance communication | home care | hospice | clinical workflows

Technology & Adoption: Microsoft Copilot | Cornerstone LMS | Articulate 360 | Rise 360 | Synthesia | Microsoft Teams | Slido | Open Sesame | digital learning conversion | voiceover production

PROFESSIONAL EXPERIENCE

MJHS HEALTH SYSTEM / ELDERPLAN HOMEFIRST | New York, NY

Senior Clinical Learning & Development Specialist | 2022 to Present

Leadership Scope: Leads enterprise learning and talent development programs across care management, utilization management, quality, home care, hospice, health plan operations and corporate partners. Advises directors, VPs, business owners and SMEs on learning priorities, program design, rollout timing, facilitator strategy, learner experience and launch readiness. Owns final program review and connects onboarding, manager capability, clinical learning and technology adoption to workforce readiness and service outcomes.

KEY INITIATIVES & IMPACT

- **Designed and launched Quality Service Excellence with executive sponsorship:** presented the end-to-end program to hospice and health plan VPs, secured adoption of a 4-week cohort model and coordinated internal learning with a 3-month external coaching cadence across customer service, motivational interviewing and telephonic coaching.
- **Scaled workforce readiness across member-facing and clinical operations:** built Customer Service Excellence, refresher, discharge planning, documentation and communication learning in partnership with senior leaders, reaching 700+ staff across customer service and utilization management and supporting stronger communication, documentation and service recovery.
- **Advanced manager capability and AI adoption:** redesigned Business Writing for Leaders for 30 participants in the Leadership Certification Program and created Copilot prompts, job aids and live exercises for agendas, emails, appraisals and performance documentation, contributing to 25.5% and 39% month-over-month utilization gains.
- **Built a centralized professional education and workforce development model:** identified a gap in how student placement and preceptorship opportunities were requested, matched, managed, and tracked, then created an Academy-led operating model with standardized intake, candidate matching, stakeholder workflow, weekly tracking, and post-program evaluation across 11 operational business areas.
- **Strengthened onboarding and early-career development:** delivered structured virtual orientation for 416 new hires in 2025 and expanded the Summer Internship by 123%, through building a more complete experience across orientation, midpoint feedback, closeout and recognition.

- **Aligned learning with workforce performance:** translated hospice call-calibration findings into a supervisor-led reinforcement model with weekly coaching checkpoints, connecting learning, workflow and manager accountability to observable call-closing behaviors.
- **Expanded scalable clinical learning access:** managed 6 Care Management LEAP curricula for 500 staff, maintaining content accuracy, asynchronous access and alignment with clinical and operational priorities.

Senior Clinical Training Development Specialist | 2020 to 2021

Leadership Scope: Directed enterprise orientation and digital learning operations during a rapid shift to remote work. Owned orientation delivery, LMS conversion, voiceover production, compliance learning, stakeholder coordination, process documentation and team capability building, creating repeatable systems that supported consistent onboarding and learning access.

KEY INITIATIVES & IMPACT

- **Standardized enterprise onboarding operations:** owned monthly orientation for roughly 250 to 400 employees annually and created a 14-step operating model spanning HR intake, communications, participant materials, attendance, virtual setup and presenter flow, increasing consistency and transferability across the program.
- **Expanded remote learning access for care management:** converted 36 instructor-led courses into voiceover-enabled LMS curricula and standalone modules over 13 months, providing continuous access to essential training for a fully remote workforce.
- **Built internal learning capability across tools and roles:** assumed ownership of Articulate, LMS administration, voiceover and compliance learning, then cross-trained 3 specialists and wrote the team onboarding guide from stakeholder intake through final build.
- **Maintained new-hire readiness during a team transition:** stepped into Customer Service Excellence delivery for incoming call center employees and provided immediate continuity while leadership reset the monthly training plan.

Clinical Training Development Specialist | 2014 to 2020

Leadership Scope: Joined as the health plan's first clinical trainer and built the role into a central learning and onboarding resource for 24 departments. Led compliance and LMS initiatives, clinical and customer service programs, health plan orientation, stakeholder engagement and time-sensitive launch readiness across a growing payer environment.

KEY INITIATIVES & IMPACT

- **Built the inaugural health plan orientation through executive and department partnership:** conducted focused discovery sessions with 24 department heads and translated their functions into a shared onboarding experience that clarified the plan's services, cross-department dependencies and collaboration points for new employees.
- **Directed FIDA workforce readiness under a 2-month launch window:** assembled a 12-person SME team, created 12 role-specific trainings with presenter guides and notes and prepared approximately 250 staff for the January launch.
- **Translated complex healthcare priorities into practical learning:** developed disaster preparedness training for approximately 250 staff plus a member-facing version distributed to roughly 1,200 members; also converted Motivational Interviewing content into scenarios and role plays for 50 advanced practice nurses in person and 40 virtual participants.
- **Extended learning into partner engagement and service expansion:** built a Motivational Interviewing model later used by the medical team to establish relationships across 40 to 50 nursing homes, connecting workforce capability with partner engagement and business growth.

VNS HEALTH | New York, NY

Clinical Educator, Medicare Clinical Evaluation Manager, Team Facilitator & Field Nurse | 2004 to 2014

Leadership Scope: Built the clinical and payer foundation behind the learning career through field nursing, team facilitation, Medicare utilization management, clinical education and early preceptor leadership. Combined direct patient care, high-volume case management, nurse onboarding, claims-system instruction and team support across community health and managed care.

KEY INITIATIVES & IMPACT

- **Built the inaugural Medicare clinical evaluation manager orientation in a live claims environment:** developed scenarios, role plays and system demonstrations within 3 months and trained 24 nurses over 3.5 years through a repeatable, judgment-centered learning model.
- **Accelerated nurse readiness and expanded delivery capacity:** reduced onboarding from 3 weeks and 2 days to 2 weeks by prioritizing essential content, then cross-trained 2 non-nurse colleagues on Facets, Milliman Care Guidelines and CMS.gov to broaden program coverage.
- **Advanced nurse development through certification and mentorship:** led an 8-week certification preparation course with an 85%+ pass rate and mentored 6 Long Island University nursing students through CareLink, with 2 later choosing home-care careers.
- **Brought frontline clinical and operational scale into learning leadership:** managed 15 to 35 patients across a 9-building cooperative, served as point person for 8 nurses and handled Medicare evaluation caseloads reaching roughly 675 members during plan growth.

EDUCATION & AWARDS

BSN | SUNY Downstate

Leadership Program (2026) | Ten-Year Award | ABCD Awards | ESPIRIT Award