

OHIO KEPRO'S MANAGEMENT TEAM

GAYLE SMITH, RN, MBA – VICE PRESIDENT OF PUBLIC PROGRAMS

Ms. Smith directs the Ohio Quality Improvement Organization (QIO) contract with the Centers for Medicare & Medicaid Program (CMS) and other KePRO public programs. With more than 20 years of experience in the healthcare field, she establishes long-term and short-term action plans for business development and strategic planning.

RONALD SAVRIN, MD, MBA, FACS – MEDICAL DIRECTOR

Dr. Savrin ensures medical integrity of interventions, leads quality improvement initiatives, and lectures to Ohio medical organizations on behalf of Ohio KePRO. He has more than 30 years experience in healthcare as a surgeon, director of vascular surgery, and medical director. He currently serves as a committee leader in the Midwest Chronic Kidney Disease Coalition and as a Board member of the Northeast Ohio Regional Health Information Organization (NEO RHIO).

RITA BOWLING, RN, MSN, MBA, CPHQ – PROJECT DIRECTOR

Ms. Bowling leads the Patient Safety team, spearheading projects on such topics as pressure ulcer reduction, physical restraint use, and surgical safety. Since Ohio KePRO's inception in 1999, Ms. Bowling has been instrumental in launching successful topic-specific statewide coalitions, and continues to work closely with key stakeholders within the state of Ohio. She has more than 30 years of experience in acute care, with expertise in clinical matters, quality improvement, project management, and physician relations.

JENNIFER BITTERMAN, MBA, RHIA – REVIEW DIRECTOR

Ms. Bitterman has managed the Ohio case review program since Ohio KePRO's first QIO Statement of Work (SOW), working to promote the Hospital Payment Monitoring Program and encouraging Ohio providers to employ quality improvement methodologies. She is co-chair in the CMS QIO Case Review Workgroup, and is experienced in working for a third party administrator and in medical records departments in the inpatient hospital setting.

BONNIE HOLLOPETER, LPN, CPHQ, CPHIT – PROJECT MANAGER

Ms. Hollopeter leads the Prevention team, and is responsible for spearheading the physician office electronic health records and drug safety projects. She is experienced with helping Ohio practices implement electronic health records, promoting preventive services covered by Medicare, and encouraging safe and appropriate use of medication in the elderly population. She holds certifications in healthcare quality, electronic health records, health information technology, and research education.

SUSAN M. GARLANDO, BA – MARKETING AND COMMUNICATIONS SUPERVISOR

Ms. Garlando is responsible for the development of the organization's strategic marketing and communications programs throughout the state of Ohio, as well as for the direction of the media relations, consumer outreach and legislative relations. Ms. Garlando successfully led a special CMS study focused on increasing beneficiary awareness of available Medicare services, and has been active in establishing and managing health and wellness programs, services and product lines across various healthcare settings for more than 20 years.