

# JIM MCLOONE

(904)294-4740 • Ponte Vedra Beach, FL • jim.mcloone01@gmail.com • [LinkedIn](#)

## STRATEGIC HEALTHCARE CONSULTANT

Accomplished and tenacious healthcare leader, consultant, and operations executive with a proven track record of success in driving transformative change and steering the success of healthcare organizations. Leverage innovative healthcare management strategies and deep experience in behavioral health, substance use disorder treatment, and policy initiatives to advise and influence executives in launching forward-thinking programs. Drive strategies that position organizations at the forefront of healthcare innovation. Expertise in driving efficiency, process improvement, and talent management practices, resulting in significant shifts in clinical outcomes and operational scalability. Utilize data-driven metrics to optimize clinical performance, identify risk areas, and foster a culture of continuous improvement. Navigate rapidly changing regulatory landscapes and thrive in high-pressure environments, consistently delivering exceptional results. Dedicated to improving healthcare systems through strategic planning, operational excellence, and a focus on enhancing patient outcomes.



### Signature Strengths

- Strategic Consulting & Advisement
- FL-LMHC and CPQH
- P&L/Budget Management
- Clinical Practice Leadership
- Regulatory Compliance
- Patient Communication
- Business Development
- Operations Management
- HIPPA & Patient Privacy
- Training & Development
- Team Leadership
- Customer-Centric Focus
- Coaching & Mentoring
- URAC, NCQA, and HEDIS
- Medicare, Medicaid HCBS

*Healthcare Leader Driving Forward-Thinking Strategy, Innovative Approaches, & Business Results.*

### Professional Experience

#### NAVIGATOR HEALTHCARE • New York, NY • 2022 to Present

*Innovative start-up delivering a tech-enabled solution to improve payer accessibility & engagement in an evidence-based, in-network treatment for SUDS.*

#### DIRECTOR, CLINICAL SERVICES

Drive daily business operations to promote consumer success by serving as a key member of the executive leadership team, building, training, and leading a positive company culture, handling hiring initiatives for the entire clinical team, developing budgets, and authoring procedures to maximize productivity. Identify long-term business goals and develop an innovative vision to complete multiple clinical system projects. Successfully implemented multiple commercial and government payors onto the Navigator platform. SUD access to care key metric improved from 7 weeks for initial SUD appointment to less than 48 hours for commercial payer accounts (Jan-May 2022 vs Jan-May 2023).

- Serve as key liaison for both the business and technical teams to secure stakeholder buy-ins across all critical decisions.
- Optimize clinical operations by managing end-to-end workflows, launching interventions, performing data collection, and creating detailed reports.
- Successfully recruit, build, lead, and mentor talent, including a licensed clinical team in 3 months, driving accountability for achieving KPIs.
- Led 24/7 365 contact center staffed with independently licensed clinicians.
- Co-chaired monthly Quality Management Committee meetings. Led multiple improvement initiatives improving access to care for Medicare, Medicaid, Commercial, and FEP members in 16 states and Washington, DC.
- Accomplish targeted new business goals by working with the Sales, Account Management, and Development teams.
- Deliver technical assistance and launch effective intervention strategies by partnering with senior leaders and global Salesforce platform development teams.
- Prioritize product backlogs to support the clinical implementation of business strategies.

- Secure project management goals by mapping product development initiatives.

**NEW DIRECTIONS BEHAVIORAL HEALTH • Jacksonville, FL • 2014 to 2021**

*BCBS-owned managed behavioral health, EAP, and healthcare consulting services.*

**Corporate Manager-Benefit Determination, Appeals, and Clinical Communications**

Corporate Manager, overseeing utilization management, clinical peer reviews, benefit determinations, managing the appeals process, and leading clinical communications.

- Process improvement specialist, identifying the need to streamline physician workflows and schedules, decreasing costs by \$260k in 1 year by increasing in-house peer reviews and reducing third-party utilization. Additionally, implemented SOPs that improve Medical Director productivity by over 200%.
- Championed compliance efforts with regulatory agencies, achieving 100% URAC and NCQA compliance in 2020 and 2021.
- Led Medication Assisted Treatment initiative, increasing member education by 70% and MAT utilization by 40% during the first year.
- Created a National Complex Case Management program for high-risk members with 3+ opioid readmissions in 6 months, realizing a 70% decrease in ER utilization.
- Served as CMS/Medicare SME, leading the organization in clinical appeals and adverse determination processes with CMS to ensure payment for services rendered and compliance practices were adhered to.

*“Jim was the first manager I have had in 15 years that took an honest interest in my career and helped me realize my true potential. He motivated our team by accepting challenges head on and turned adversity into opportunities.”*

**BAPTIST MEDICAL CENTER-SOUTH • JACKSONVILLE, FL • 2011 to 2016**

*Baptist Health System, a Top 5 hospital in Florida. U.S. News and World Report.*

**Case Management Specialist**

Oversaw and managed discharge planning for up to 20 patients daily needing a safe discharge from the hospital. Liaised with external agencies and third-party vendors to ensure an efficient discharge process that would reduce the likelihood of rehospitalization. Additionally, identified a need to improve services provided to chemically dependent, homeless populations, eliminating readmissions by 40% from the targeted group and saving the hospital time and resources while enhancing hospital readmission metrics.

**CHILD GUIDANCE CENTER- TERRY PARKER HIGH SCHOOL • JACKSONVILLE, FL • 2010 to 2014**

*Specialize in providing mental health counseling and support services to children, adolescents, and families in the Jacksonville area.*

**Team Lead Clinician /Excel Program**

Transitioned into mental health services and clinical psychology after achieving a master’s degree in mental health counseling. Served as the team lead clinician, overseeing the productivity and work of 2 on-site therapists. Joined the organization during a time of substantial growth and a new contract with the public school system, utilized leadership experience and clinical knowledge to successfully navigate the 50% increase in patient caseload and complex business challenges faced.

**CYRK-SIMON MARKETING, INC. • SEATTLE, WA • 2000 to 2009**

*Leading promotional company with worldwide sales of more than \$700MM, 2000+ employees, traded on NASDAQ-CYRK.*

**National New Business Development | Field Sales Director**

Joined the organization after selling entrepreneurial venture 2MG; LLC to Cyrk, Inc in 2000. Oversaw and led 15 account executives and sales coordinators, in addition to 25 sales representatives and account managers, utilizing a servant leader approach to drive sales and improve the nationwide sales pipeline.

- Achieved tremendous growth for the organization’s bottom line, creating over \$5MM YoY from 2001 to 2006 and successfully retaining clients during economic downturns.
- Built relationships and solidified contracts with high-profile and high-net-worth clients, including Microsoft, American Honda, Starbucks, Acura, Boeing, Nissan Automotive, Pepsi, Nintendo, Lions Gate Films, Edwards Lifesciences, and Nutralife.

**EARLY CAREER HISTORY: *Blaze Marketing Group/2MG* | President & Founder**

**Education, Professional Development, & Certifications**

**MASTER OF ARTS IN MENTAL HEALTH COUNSELING** | Webster University | Jacksonville, Florida

**BACHELOR OF ARTS IN PSYCHOLOGY** | St Mary’s University | Winona, Minnesota

*CPHQ, Six Sigma Green Belt, 1500+ Hours Healthcare Management, Leadership, Quality & Customer Service Training*

Licensed Mental Health Counselor (LMHC) | State of Florida

**Board Appointments**

*Board of Director* | St Francis House/Port in the Storm Youth Homeless Shelter