

Ryan W. O'Donnell

Senior Vice President and Chief Operating Officer Johns Hopkins HealthCare



Ryan O'Donnell is the Senior Vice President and Chief Operating Officer at Johns Hopkins HealthCare (JHHC). JHHC is the health plan and solutions business of Johns Hopkins Medicine, serving Medicaid, Medicare, military health, employer health programs, and venture investments. JHHC supports 700K members and \$3B in revenue and strives to transform provider-sponsored managed care. Ryan's leadership experience includes multiple aspects of the health care industry, including health insurance, integrated delivery systems, and electronic medical record implementations. A humble leader, Ryan is passionate about employee engagement and improving the member / patient experience.

As COO, Ryan leads an operations division (630+ FTEs and nine direct reports), including sales, marketing and communications, network management and provider contracting, IT, operations, customer service, payment integrity, and the project management office. In addition to his health plan responsibilities, he partners with colleagues across Johns Hopkins Medicine to develop key health system-wide strategies, such as urgent care and behavioral health.

Previously, Ryan spent 13 years at Blue Cross Blue Shield of Massachusetts (BCBSMA). BCBSMA is one of the largest independent, not-for-profit Blue Cross Blue Shield plans in the country, serving 2.9 million members. He held a variety of executive roles with responsibility for customer service, IT, operations, and client-facing programs. Most recently, Ryan was the Senior Vice President of Customer Service & Pharmacy Benefit Manager (PBM) Implementation, where he oversaw a team of 800+ associates and a \$75M+ annual budget comprised of Member Service, Account Service, Provider Service, Appeals & Grievances, Federal Employees Program, Strategy & Business Operations (Training, Quality, Analytics), and the company's PBM migration. He also served as the executive responsible for the company's leading service and care management program, called TrueCare™, working closely with the company's largest clients. Ryan led the growth of the company's omni-channel service strategy to ensure members were able to engage with Blue Cross through the channel of their preference. In addition, as the Commercial Fully Insured Segment Head, Ryan helped to set the strategic direction for the 640,000+ members, 1,800+ accounts, and \$3+ billion in annual premium revenue in the segment.

Before BCBSMA, Ryan worked as a consultant and project manager in the Healthcare Solutions Group at CGI Inc., an IT and business process services firm. At CGI, Ryan implemented electronic health record and enterprise content management solutions for major health care provider systems throughout the country. Additionally, Ryan worked in the Corporate Planning Department at Henry Ford Health in Detroit, MI.

An active member of the community, Ryan serves on the Board of the Boston Health Care for the Homeless Program, one of the nation's leading providers for patients experiencing homelessness. He is a volunteer soccer coach for Dedham Youth Soccer. He served as a Big Brother in the Big Brother Big Sister Program for over 12 years. Ryan is a past recipient of the BCBSMA Volunteer of the Year and the Massachusetts Big Brother of the Year awards.

Ryan earned the Certified Health Insurance Executive designation through America's Health Insurance Plans (AHIP). He holds a Master of Health Services Administration degree from the University of Michigan and a Bachelor of Arts degree with distinction from the University of Virginia.

Ryan resides in Dedham, MA with his wife, Jayme, and their three children, Jackson, Grady, and Layne.