

Faith Green, MSN, RN, CPHQ, CPC

Director, Office of the Chief Medical Officer | Humana

Faith Green has over 18 years of established success in the healthcare field, with strong emphasis on quality, education, and process improvement. Currently, working in the Office of the Chief Medical Officer (OCMO) at Humana, she has collaborated with leaders to improve clinical quality outcomes by reducing and refining over, 1,100 metrics to approximately 200 and steered quality improvement initiatives. In efforts to share this work with the industry, she recently, coauthored, “A Health Plan’s Journey to Identifying Meaningful Quality Measures” in the American Journal of Medical Quality and presented at various national and local forums. Faith is a Registered Nurse, a Certified Professional in Healthcare Quality, and a Certified Professional Coder. She has a Bachelor of Science in Nursing and a Master of Science in Nursing.

Before joining OCMO, Faith spent three years working as an Internal Audit Consultant at Humana Inc. focusing on providing Humana operational areas with objective analysis of internal processes. Faith assisted with the evaluation of risks, controls, and governance in support of creating high levels of consumer confidence while maintaining cost and resource utilization.

Prior to joining Humana, Faith was a Quality/Outcomes Service Line Specialist at Jewish Hospital Louisville where she performed daily Quality Rounds, coordinated the AHRQ Deep Vein Thrombosis Taskforce, performed biweekly audits to enhance Joint Commission compliance and assisted with the development of evidence based clinical protocols. Working under the Risk Management umbrella also developed her ability to identify areas of vulnerability and ensure actions plans were coordinated to achieve success.

Faith’s foundations in healthcare began at Jewish Hospital Louisville, and allowed her to develop strong leadership skills. During her time in the hospital, Faith advanced her teaching and public speaking skills that have served her well as her career has evolved.