



Mary Gomez, MPA

Professional Qualifications/ Education

Mediator, Certificate (2004)
Healthcare Ombudsman Certificate (2004)
M.A. Healthcare Administration, University of San Francisco (1991)
B.A. Organizational Development and Human Resources (1987)

Experience

- Over thirty years board health care leadership experience
- Healthcare Ombudsman/Mediator
- Medical malpractice claims management
- Medical error or perceived medical error disclosure training
- Cross-cultural communication training in health care
- Alternative dispute resolution in health care
- Patient centered communication training
- Program development

Work Experience

- Kaiser Permanente Medical Center, South Sacramento – Healthcare Ombudsman/Mediator (2004-2012)
- Kaiser Foundation Health Plan, Medical Legal Claims Manager (1999-2004)
- G&R Healthcare Consultants, Owner/Consultant (1998)
- Sutter Health, Senior Director, Central Area Case Management (1996-1998)
- Kaiser Permanente (1981-1996)
 - TPMG Medical Group Administrator, Fairfield, CA
 - Assistant Hospital Administrator, Vallejo, CA
 - Manager, Medical/Legal and Risk, Sacramento, CA
 - Regional Risk Management Coordinator, Northern California Region
 - Quality Management, Sacramento and South Sacramento, CA
- Regents of the University of California (1974-1981)
 - UCD and UCSF - Medical Records Administration

Affiliations/ Memberships

American Society for Healthcare Risk Management
California Society of Healthcare Risk Management