

GUAM

James W. Gillan, MS, HSA

ASTHO Representative, Region IX

Director, Guam Department of Public Health & Social Services



On April 4, 2011, James Gillan was appointed by the governor of Guam and confirmed by the Guam legislature to direct the activities of a multi-million dollar health, welfare, environmental health, and aging services agency, the Guam Department of Public Health and Social Services (DPHSS).

Prior to his appointment as the director of the Guam DPHSS, Gillan worked as a consultant, engaged by a branch of Tokio Marine Nichido Fire Insurance Company to review selected documents relative to their health insurance branch, Nichido Insurance Company Pacific. These documents involved their relationship with their general agent in Guam. As a consultant for PMC Isla Health System, he was responsible for reviewing the overall operations of a multi-specialty medical group practice with approximately 20,000 patients. Since 2001, the major activity has been in the development of a fee structure, which enabled the practice to move from a majority of capitation service to a fee for service operation. This required the renegotiation of third party payer agreements that resulted in increased fees. More recent activity has been the development of MIS elements and clinic policies to comply with the Federal Health Insurance Portability and Accountability Act (HIPAA). These policies and data elements safeguard patient encounter confidentiality.

As chief operating officer for the GMHP Health Insurance, Ltd, Gillan was in charge of the daily operations of this 45,000-member indemnity health insurance company. The company provided medical and supplemental dental plans to commercial/private, government of Guam, and federal government accounts. Gillan assisted the president/CEO in the development of innovative medical insurance coverage products which were successfully marketed to the Island of Guam, the Federated States of Micronesia, the Republic of the Marshall Islands, the Commonwealth of the Northern Marianas, and the Republic of Palau. In June 1999, this company absorbed the operations and employees of its sister company, GMHP Associates.

Additionally, he was responsible to the president/CEO for the operations of this 30,000 member health maintenance organization (HMO). This company was formerly a government owned hospital based HMO that was converted to a not-for-profit company. In 1997, he assisted the corporation in the conversion of the company to private for-profit status. Major duties during the period of employment included: participation in the development of a management information system (MIS), daily operations, and product development. An additional responsibility was to serve as the principal negotiator for the Government of Guam and U.S. Federal Government Health Benefit Plans. He also assisted in the development of third party administrative agreements with several former U.S. trust territories (see first item above) in which GMHP Associates provided for medical services in Guam, Hawaii, and the Philippines.

Gillan also served in the United States Army as a specialist trained to repair field cryptography equipment. Training and subsequent duties required a top secret/crypto clearance. He became the cryptography center clerk and was responsible for the security of the code cards that enabled the crypto machinery to send encoded messages.