**Kristy Duffey, MS, APRN, GNP- BC**

Vice President, HouseCalls Clinical Operations

Kristy Duffey brings more than 15 years of health care leadership experience to her position as Vice President of HouseCalls, Clinical Operations.  Prior to her current position, Duffey served in various roles within UnitedHealthcare, most recently as Health Services Director and then Executive Director of the Evercare Mid Atlantic Health Plan. During her tenure with Evercare, the plan reduced its in-patient medical expenses by more than 40 percent; resulting in the Mid-Atlantic region becoming one of the best performing clinical programs in the Evercare division. Additionally, during her time with Evercare, in 2004 Duffey was honored with the Sages of Clinical Services Award. This award recognizes individuals who personify UnitedHealth Group’s mission of helping people live healthier lives. In January 2011, Duffey joined XLHealth in which she supervised the Utilization Management and Care Management programs.  Duffey transitioned into her current role, as the Vice President of Clinical Operations within HouseCalls, in May of 2012.   Her responsibilities include oversight of the Clinical Call Center, Training and Development, Quality Assurance, and Field Operations.  Duffey has been a main contributor in the recent initiatives HouseCalls has created, including: in-home flu vaccinations, in-home lab testing, and the initiation of a Nurse Practitioner preceptor program with over 40 University Affiliations.  In Q1 2012, HouseCalls was acquired by UnitedHealth Group under UnitedHealthcare Medicare and Retirement. Duffey is a board certified advanced practice nurse, having earned her bachelor’s degree from the University of South Carolina and an M.S. in nursing from the University of Maryland. She is a member of several organizations including: Gerontological Advanced Practice Nurses Association (GAPNA), American Geriatric Society (AGS), and a member of the Board for United’s Center for Nursing Advancement.  In Duffey’s spare time she likes to travel, cook, cheer on the Baltimore Ravens, and spend time with her husband and two children.