

Terry Gilliland, MD

Executive Vice President
Healthcare Quality and Affordability



Terry Gilliland is executive vice president of Healthcare Quality and Affordability at Blue Shield of California, a nonprofit health plan with over \$20 billion in annual revenue serving over 4 million members in the state's commercial, individual, and government markets. He is accountable for developing and implementing a healthcare delivery system that is worthy of family and friends and sustainably affordable, driven by transforming provider networks, provider partnerships, and healthcare services, while advancing the leading-edge Health Reimagined team.

Gilliland is a physician executive with over 30 years' experience driving high-performing clinical operations in provider and health plan settings. His life's commitment is transforming healthcare service delivery, while optimizing quality, reliability, and the consumer experience.

Joining Blue Shield in 2018, Gilliland served as senior vice president and chief health officer, leading all aspects of healthcare services including pharmacy, quality, medical care solutions, lifestyle medicine, and overall healthcare cost. He was responsible for Blue Shield of California achieving a Medicare Advantage four-star rating. In 2019, he was promoted to his current executive vice president role.

Prior to Blue Shield, Gilliland served as the senior vice president and chief medical officer at Sentara Healthcare in Virginia, where he was responsible for enterprise clinical performance and enterprise analytics. His efforts culminated in Sentara's recognition as a nation-leading performer in overall clinical and operational performance. Prior to that, he spent 18 years at Kaiser Permanente in Maryland and Colorado in progressive operational roles, and he was a key leader in the turnaround performance of Kaiser Permanente's Mid-Atlantic States region.

Gilliland has enjoyed service on numerous boards, including International Medical Assistance, a nonprofit organization dedicated to serving vulnerable populations in Central America, as well as multiple hospital boards in Virginia. He is deeply committed to increasing quality and access to education throughout the world as a vehicle of opportunity and equity.

Gilliland is a board-certified general surgeon who completed his internship and residency at Virginia Mason Medical Center in Seattle. He earned a bachelor's degree in biology from Stanford University, a doctor of medicine from the University of California at Los Angeles, and a master's degree in management from the Stanford Graduate School of Business.