

Application Form

Profile

NOTE: Each Applicant is advised to attend at least one meeting prior to applying for appointment.

mwilson@lifestrides.com

Email Address

Michelle

First Name

Wilson

Last Name

Middle Initial

303 SW 28th Ave

Home Address

Suite or Apt

Delray Beach

City

FL

State

33445

Postal Code

Mobile: (561) 313-2789

Primary Phone

Alternate Phone

Baptist Health South Florida

Employer

Healthcare Administration

Occupation

Business Address

8900 N Kendall Drive Miami, FL 33176

Business Phone

5613132789

Board Selection

Which Boards would you like to apply for?

Board of Adjustment: Eligible

Qualifications

Please select all that apply: *

- ☒ Delray Beach resident
- ☒ Realtor

Are you a registered FL voter?

☒ Yes ☐ No

Are you a vendor or employed by a vendor that does business with the city?

☐ Yes ☒ No

Are you a lobbyist or employed by a lobbyist, as defined in the Palm Beach County Registration Ordinance?

☐ Yes ☒ No

Have you attended any Delray Beach Commission or Advisory Board Meetings?

☐ Yes ☒ No

If yes, please describe and provide dates if possible.

Are you currently serving, or have you ever served on a Delray Beach Advisory Board? If yes, please provide details and dates.

No

Are you aware of any potential conflict of interest (including, without limitation, any potential voting conflicts or potential prohibited conflicts) that may arise from your serving on the City board or committee to which you are seeking appointment?

☐ Yes ☒ No

If yes, please explain:

Do you, any member of your immediate family, your employer or your business (or any entity in which you have a controlling interest) currently have any contractual relationship with, or do business with, the City, or has there been any such relationship within the past 5 years?

☐ Yes ☒ No

If yes, please explain:

Do you (or any entity in which you have a controlling interest) have any delinquent accounts with the City or owe any monies to the City?

☐ Yes ☒ No

If yes, please explain:

Do you (or any entity in which you have a controlling interest) have any pending code enforcement cases or unpaid, certified code enforcement fines relating to property in the city that is owned or rented by you (or any entity in which you have a controlling interest)?

☐ Yes ☒ No

If yes, please explain:

Do you (or any entity in which you have a controlling interest) have any pending code enforcement cases or unpaid, certified code enforcement fines for any other violations relating to other city codes?

☐ Yes ☒ No

If yes, please explain:

Have you ever been found to have violated, or had a complaint filed against you alleging a violation of, the Florida Code of Ethics for public officers and employees, Palm Beach County Code of Ethics (or any other ethics code)?

☐ Yes ☒ No

If yes, please explain:

Interests & Experiences

List any certifications or licenses which may further qualify you to serve on a board or committee.

Certificate in Healthcare Facilities Planning and Design, Cornell University Online. Mortgage Loan Originator License, Voluntarily Inactive Real Estate Sales Associate License, Voluntarily Inactive Board Certified in Healthcare Administration, Fellow of the American College of Healthcare Executives

Briefly describe why you wish to serve as a member of a board or committee and how your personal experience and background relate:

I'm fairly new to the Delray Beach community, am interested in becoming active in this community and fulfilling my civic duty. My experience in healthcare includes participation in the building and planning of new and renovated facilities predominantly for oncology patients. Additionally, I have a certificate in facilities planning and design from Cornell University. This experience provides some background for me to serve on the Board of Adjustments.

List any other community/civic involvement which you would like the Commission to consider:

Penn State Health Policy & Administration Mentor Program, Volunteer Mentor Whispering Manes Therapeutic Riding Center, Volunteer Horse Handler

University attended:

George Washington University

Degree(s) received:

Masters in Health Services Administration

Major area of study:

Health Services Administration

[Michelle_Wilson_Resume_2024_v2.docx](#)

Upload a Resume

Terms of Acceptance

Applications are kept on file in the City Clerk's Office for a period of two years.

Applicants may supplement their application with a resume or other information relevant to their qualifications.

Declaration of Personal Information Exemption:

Personal information provided in this application is public information unless the applicant qualifies for an exemption pursuant to Florida Statutes. You are encouraged to thoroughly read the applicable sub-sections of F.S. 119.0 71 ([Click here to view](#)). If you qualify for an exemption, please indicate below which statutory provision you are citing for the exemption. If you qualify, your address and phone number are protected information. You may contact the Board Liaison at 243-7056 if you have any questions.

My address and telephone number are statutorily exempt from public disclosure:

☐ Yes ☒ No

If yes, pursuant to which sub-section of F.S. 119.071?

Please Agree with the Following Statement:

I understand the duties and responsibilities of the board(s) or committee(s) for which I am applying. By signing below, I warrant the truthfulness and accuracy of the information provided in this application.

☒ I Agree

E-Signature of Applicant:

Michelle Wilson

Please Agree with the Following Statement

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms of Acceptance.

☒ I Agree

Michelle Wilson

MICHELLE WILSON,

MHSA, FACHE

Delray Beach, FL | (561) 313-2789
mlw872@gmail.com
www.linkedin.com/in/michelle-wilson-fache

Driving significant patient experience, employee engagement and financial results in the oversight of strategy development and implementation in healthcare programs utilizing a highly patient-centric, collaborative, deliberate and data-driven approach.

- Highly effective, dynamic and patient-centric Healthcare Operations Executive offering expertise in delivering positive results in a series of management roles in cancer care and pediatric service lines. Diverse experience overseeing physician practices, multi-site operations, strategic planning, project management and growth initiatives.
- Demonstrates expertise in building, leading, and empowering teams of professionals to develop and implement optimal strategies that improve operations while meeting targeted operational and fiscal goals; with Miami Cancer Institute, directs project delivery to forge solid partnerships with key stakeholders, including physicians, to optimize Institute performance.
- During tenure with Memorial Sloan Kettering Cancer Center and Yale Cancer Center, led the operations of large academic cancer centers with multiple sites in the regional network including oversight of Surgical Oncology, Medical Oncology, Radiation Oncology, Infusion, Diagnostic Imaging and Laboratory. Oversaw multiple new construction projects and renovations.

"An outstanding leader, Michelle takes initiative to advance high level strategy and tactics utilizing finely honed skills to develop structure to implement successfully through diverse teams."

Quote from former COO, Miami Cancer Institute

- Seasoned Oncology Operations and Strategic Leadership
- Driving Profitable Growth
- Establishing Strategic Plans to Deliver Results
- Trusted Advisor to C-Suite Leadership
- Building and Managing Physician Networks
- Success in Business Development
- Builds and Leads Strong Teams
- Managing Operating and Capital Budgets
- Skilled in P&L Management
- Data Driven Decision Making
- Strategic Implementation

PROFESSIONAL EXPERIENCE

2021 to Present • MIAMI CANCER INSTITUTE OF BAPTIST HEALTH SOUTH FLORIDA | MIAMI, FL

Miami Cancer Institute of Baptist Health South Florida is the region's largest not-for-profit healthcare organization with 23K+ employees working at 11 hospital campuses with 100+ outpatient facilities in Miami-Dade that delivers personalized clinical treatments and offers comprehensive support services to patients with cancer.

Director, MCI Project Delivery and Strategic Programs

Play a key leadership role in successfully developing, launching, and implementing all Miami Cancer Institute (MCI) strategic initiatives and programs to drive organizational growth. Report directly to the Chief Operating Officer (COO), leading strategic planning efforts and achieving operational goals related to clinic transformation and programmatic growth.

- *Actively participate in numerous initiatives, featuring Real-Time Location Systems (RTLS) enhancement, business planning and cost-effective center projects.*
- *Spark process improvements across all clinic operations, financial management, data analysis, performance metrics, presentations, and strategy by coaching, mentoring, training, and empowering Assistant Vice Presidents (AVPs), Vice Presidents (VPs), Directors and Managers.*
- *Direct an engaging Infusion Sprint, maximizing patient satisfaction results from 74.7 – 80.56 for scheduling timeliness.*
- *Seize a 10% spike in total patient visits from Fiscal Year 2021 – Fiscal Year 2022, additionally achieving a 106% profit margin increase in Infusion.*
- *Devise the methodology, build and metrics to be tracked to develop an MCI-wide dashboard.*
- *Coach and mentor AVP/VPs, Directors and Managers in performance improvement, operations, financial acumen, metrics development and analysis, presentation skills and implementation of strategic initiatives.*

2015 to 2020 • JUPITER MEDICAL CENTER | JUPITER, FL

Jupiter Medical Center offers inpatient and outpatient health care services, including orthopedics and spine care, cancer care, cardiac and vascular care, comprehensive stroke care, obstetrics & maternity care, pediatrics and emergency care, as well as diagnostic imaging, screening, testing and urgent care.

2020 to 2020: Director of Special Projects

Fulfilled a critical role collaborating with the Chief Executive Officer to build enterprise-wide strategic plans, launching initiatives to train new directors on the budget planning process and upcoming special projects, as well as a plan to develop responses to a physician engagement survey. Position eliminated due to the impact of the COVID-19 pandemic.

2018 to 2020: Executive Director of Strategic Planning and Business Development (Promoted from Director of Strategic Planning in 2019)

Led vision, strategy, and execution for all facets of strategic planning and business development across the Oncology, Cardiovascular, Orthopedics, Neurology, Pediatrics and Surgical Services departments. Scope of accountability included operations and capital budget planning, project management, and the tracking of key performance indicators.

- *Achieved outstanding results, seizing double-digit growth across all service lines.*
- *Effectively managed the business development team comprised of a director and five business development associates.*
- *Pioneered the establishment of a strategic plan for Oncology involving key stakeholders at all levels, from physicians and nurses to supportive services and senior leadership.*
- *Presented the Oncology Strategic Plan to the CEO, securing approval for presentation and approval by the Board of Directors in 2020.*
- *Orchestrated and executed projects to debut new programs and process improvements, directing multidisciplinary teams in the development of a Pediatric Infusion Service, Cardiac Surgery Program, and business plans covering Cardiovascular Services, Comprehensive Stroke, Urgent Care Centers and Concierge Medicine.*
- *Contributed additional service and expertise as the Interim Director of Oncology Physician Practices for five months in 2019*



2010 to 2013 • YALE CANCER CENTER/SMILOW CANCER HOSPITAL | NEW HAVEN, CT

A world-renowned center for biomedical research, education and advanced health care in collaboration with the 1,541 bed Yale-New Haven Health System to deliver cancer care.

Associate Director, Clinical Operations

Responsible for operations management and business functions of the ambulatory clinical practices totaling 60,000 patient visits per year. Oversaw Surgical Oncology, Medical Oncology and Urology practices across 7 Oncology Disease Teams with 43 union-organized FTE's. Worked collaboratively with clinical leaders to ensure optimal patient flow and quality. Created operational infrastructure for new cancer center operations. Developed policies and procedures. Responsible for front end revenue cycle operations, budget planning and revenue forecasting in conjunction with Finance leaders. Collaborated with Research Operations to incorporate research activities into clinic flow and increase patient accruals.

- *Designed and implemented a patient telephone call process for 17,000 monthly calls.*
- *Supervised the implementation of an electronic medical record conversion.*
- *Transitioned 50 individual physician practices to a provider-based practice model.*
- *Created operational indicators and data collection processes to measure operational efficiency.*

2008 to 2010 • ROCKY MOUNTAIN CANCER CENTERS | DENVER, CO

A for-profit network of outpatient community cancer centers.

Practice Administrator

Managed administrative and clinical functions of three Medical Oncology practices with gross patient revenue totaling \$88.8M annually. Directed practice activities including registration, insurance verification and coding to ensure financial profitability while maintaining clinical excellence. Responsible for 23 FTE's among three sites with 7 physicians and 1 physician assistant. Worked with business development to increase new patient referrals and awareness of services within the community. Oversaw the implementation of the electronic medical record.

- *Increased net revenue by 26.1%.*
- *Grew new cancer patient volume by 31%.*
- *Decreased total practice expenses by 6.3%.*
- *Implemented a new chemotherapy scheduling template for more efficient scheduling.*

ADDITIONAL CAREER EXPERIENCE

Business Owner, Lifestrides

Regional Administrative Manager, Memorial Sloan Kettering Cancer Center, New York, NY

EDUCATION AND CREDENTIALS

GEORGE WASHINGTON UNIVERSITY

Master of Health Services Administration Degree

THE PENNSYLVANIA STATE UNIVERSITY

Bachelor of Science Degree in Health Policy and Administration

Board Certified in Healthcare Management - American College of Healthcare Executives

Healthcare Facilities Planning and Design Certificate - Cornell University

Lean Six Sigma Yellow Belt

PROFESSIONAL AFFILIATIONS

Member, American College of Healthcare Executives

Member (2017 to 2019), Society for Healthcare Strategy and Market Development

TECHNICAL PROFICIENCIES

Epic, Epic – Beacon, iKnowMed, Cerner, eClinicalWorks

PUBLICATIONS

Improving access to infusion services: Results of an operational sprint, Michelle Wilson, Michelle, Fonte-Smith Paula, Kalish Jonathan, George, Alexander, Dumercy McHenry, Dina, Suarez, Maria, Caraway, Vicki, Davis, Mark, 2024 ASCO Annual Meeting, Publication Only