



Capt. Jana Towne, RN, BSN, MHA

Acting Deputy Director for Quality Health Care Indian Health Service

Capt. Jana Towne, RN, BSN, MHA, an enrolled member of the Central Council of Tlingit and Haida Indian Tribes of Alaska, serves as the acting deputy director for Quality Health Care for the Indian Health Service. Capt. Towne previously served as the acting director for the Office of Quality.

In this position, Capt. Towne will work to ensure that American Indians and Alaska Natives receive the highest quality, patient-centered, safe, and reliable health care through the IHS direct service health care programs. In collaboration with the chief risk officer, the deputy accomplishes these activities by providing accountable, transparent quality leadership to IHS direct service programs that include the development and issuance of clear and current evidence-based safety and quality guidance, tools, and methods that promote identification of risk, mitigation of risk, quality assurance, and quality improvement that ensure compliance with quality-based industry standards. Capt. Towne is also responsible for ensuring that quality-based guidance is implemented in a consistent and standardized manner across IHS direct service programs.

A Commissioned Officer of the United States Public Health Service, Capt. Towne began her career as a staff nurse on the medical-surgical unit of the Phoenix Indian Medical Center. With more than 30 years of nursing experience, she has served in numerous clinical, executive, and project leadership roles in federal, tribal, and private organizations. Previous roles include serving as nurse consultant for the IHS Division of Diabetes Treatment and Prevention, nurse consultant for the Phoenix Area IHS, nurse executive of the Whiteriver Indian Hospital, acting chief executive officer of the Hopi Health Care Center, project manager for the IHS COVID-19 Critical Care Response Team, collaborative director for the IHS Chronic Care Initiative and Improving Patient Care Program, expert panel member for the Agency for Healthcare Research and Quality, and member of the National Clinical Care Commission. Capt. Towne currently serves as the IHS lead to the HHS Social Determinants of Health Workgroup, and represents the IHS on the White House Interagency Policy Council on the Social Determinants of Health.

Capt. Towne earned her Bachelor of Science in Nursing from Pacific Lutheran University in 1992, and her Master of Healthcare Administration from Ohio University in 2013.