



## **Michelle Boylan, RN, MA, MBA, CPHQ**

### **Deputy Director for Quality Healthcare and Enterprise Risk Management**

### **Indian Health Service**

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Michelle Boylan, RN, MA, MBA, CPHQ, is the Deputy Director for Quality Healthcare and Risk Management at Indian Health Service headquarters. The IHS, an agency within the U.S. Department of Health and Human Services, is the principal federal health care provider and health advocate for American Indians and Alaska Natives.

In this position, Boylan is responsible for strengthening the agency's ongoing efforts to ensure the delivery of consistent, high-quality health care at federally operated facilities across Indian Country.

Prior to joining the IHS, Boylan served as the quality management officer for the Veterans Affairs Heartland Network – VISN 15, and as the lead quality management officer at the Veterans Health Administration. She brings over 38 years of health care and business operations experience in non-profit, for-profit, and Department of Defense health care sectors. A U.S. Army Nurse Corps officer and veteran, Boylan held leadership positions as a chief nursing officer/nurse executive; vice president for quality, safety and risk management; ambulatory care chief nurse; acute care division nurse executive; vice president of quality and performance improvement; and director of exceptional family member and case management. She is also a small business owner and a senior Baldrige examiner.

Boylan has 22 years of experience as faculty in schools of business, health care management, organizational development, business operations, strategy, quality, and leadership. She has supervised and mentored academic faculty, developed curricula, and led accreditation efforts.

Boylan holds a Master of Business Administration from Colorado Technical University, Master of Arts Management from Webster University, a Bachelor of Science in Nursing from Marquette University, and completed doctoral work at Colorado Technical University. Boylan is lean six sigma trained, a certified advanced facilitator, change management practitioner, Team STEPPS master trainer, SHARE Approach certified trainer and is a Certified Professional in Healthcare Quality. She is a graduate of the Excellence in Government Fellows Program and Partnership for Public Service Executive training.