



January 16, 2024

Dear Tribal Leader and Urban Indian Organization Leader:

I am pleased to announce the appointment of Ms. Michelle Boylan, RN, MA, MBA, CPHQ, as the new Deputy Director for Quality Healthcare and Enterprise Risk Management at the Indian Health Service (IHS). Prior to joining the IHS, Ms. 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. In her new position at the IHS, Ms. Boylan is responsible for strengthening the agency's ongoing efforts to ensure the delivery of consistent, high-quality health care at federally operated facilities serving American Indians and Alaska Natives.

Ms. Boylan 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, Ms. Boylan held leadership positions as a chief nursing officer and 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.

Ms. Boylan also 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, a Master of Arts Management from Webster University, a Bachelor of Science in Nursing from Marquette University, and completed doctoral work at Colorado Technical University.

I also want to thank Capt. Jana Towne, RN, BSN, MHA, for her leadership in serving as the Acting Deputy Director for Quality Healthcare.

Please join me in welcoming Ms. Boylan as the Deputy Director for Quality Healthcare and Enterprise Risk Management at IHS headquarters.

Sincerely,

Roselyn Tso
-S

Digitally signed by
Roselyn Tso -S
Date: 2024.01.16
09:35:51 -05'00'

Roselyn Tso
Director