

Michele K. Migas

mmigas772@gmail.com • [linkedin.com/in/shelleymigas/](https://www.linkedin.com/in/shelleymigas/)

Aspers, PA 17304 • 717.870.6649

Executive Professional

Meticulous, quality-focused, and results-oriented executive professional with extensive experience in overseeing end-to-end operations, leading cross-functional teams, and improving processes to achieve procedural excellence.

Demonstrated excellence in timely accomplishing set goals in deadline-driven and turbulent environment with emphasis on organizational growth and process compliance. Well-accustomed in delivering presentations in public and effectively communicating with executive leadership and key stakeholders. Astute at improving operations by identifying improvement areas and implementing vigorous and effective action plans. Proven expertise in transitioning strategies to achievements. Out-of-box thinker with exceptional communication and problem-solving skills.

Areas of Expertise

- Operations Management
- Strategic Planning & Execution
- Team Leadership & Development
- Financial Management
- Process Improvement
- Organization Change Agent
- Revenue Optimization
- Projects/Program Management
- Public Speaking
- Mediation & Conflict Resolution
- Regulatory Compliance
- Dementia/Alzheimer's Care

Career Experience

Executive Director, TruHealing Hagerstown – Hagerstown, MD

March 2023 – November 2023

Lead Substance Use Disorder Facility Level 3.5 and 2.5 with a team of approximately 3 direct reports and 35 indirect reports. Oversee all operations and functions of a Substance Use Disorder Treatment Facility and ensure clients receive quality care and programming.

- Developed and executed a proposal to reduce transportation costs resulting in thousands of dollars in savings.
- Acted as organizational change agent to implement best practices including replacing behavior contracts with commitment to guidelines and unlocking doors to be more a more client centered environment.
- Changed culture through role modeling, positive reinforcement, team building, and accountability.
- Analyzed and streamlined intake process to decrease processing time and ensure HIPAA compliance.
- Implemented new processes and training requirements to ensure client safety.
- Hired and led outpatient operations team to prepare and exceed expectations on The Joint Commission survey with no plan of corrections.

Vice President of Operations, Kraus Behavioral Health – Windsor Mill, MD

2016 – 2023

Oversee day-to-day operations of Psychiatric Nurse Practitioner organization and supervise two direct management reports and four indirect reports. Achieve company goals/objectives within set timelines, including text-to-pay option to increase monthly cash flow by researching and devising efficient strategies.

- Served as member of Maryland Coalition for Mental Health/Aging and contributed to Improve Dementia Care.
- Train the Trainer Course on the Pennsylvania Order for Life Sustaining Treatment, April 2017
- Certified Dementia Practitioner, National Council of Certified Dementia Practitioners, 2017 - 2/27/22
- Certified Montessori Dementia Care Professional, 5/12/2020 – 5/12/2022
- Delivered presentation on topic of Advanced Care Planning and the POLST at Chambersburg Community Center, April 2017, and Quincy Alzheimer's Support Group, 2018
- Achieved funding twice through the Paycheck Protection Program and forgiveness of the loans – 2020-2021.
- Optimized efficiency and effectiveness by planning and executing system processes, workflows, and policies.

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- Streamlined cash flows by implementing insurance verification process prior to patient's appointments and collection of insurance co-payments at time of appointment.
- Adhered to organizational vision and missions, while developing and implementing robust three-years strategic business plans.
- Ensured seamless operations by meticulously forecasting/developing annual budgets, monitoring operational expenses, and allocating sufficient resources to each department as per requirements.
- Delivered impeccable performance by optimizing business development processes and integrating organization with essential care practices, long term care communities, and other relevant organizations.

Note: Kraus Behavioral Health was purchased by Bloom Health Centers in November 2023. Transitioned to a Director of Patient Care Services and led a call center and built a strong team of 10 patient service coordinators.

Admissions & Sales Director, Green Ridge Village – Newville, PA

2013 – 2016

Cultivated and fostered professional relationships with referral sources in the community and surrounding areas. Ensured safe admissions by organizing and managing census within set budgets in collaboration with team members. Executed multiple functions, such as managing admission process and paperwork, educating, and assisting public with navigation of health care system.

- Delivered impeccable performance by maintaining budgeted payer mix, resulting in increased revenue streams for two consecutive years.
- Won \$5,000 for the Green Ridge Village community by presenting to 50+ Presbyterian Senior Living (PSL) leadership team members and placing first among 12 PSL facilities.
- Served as panelist at Estate Planning Council for Cumberland County meeting to present a discussion on "Truth in Retirement Costs".
- Performed duties as panelist at Healthy Adams County End of Life event to present education for Continuing Care Retirement Communities.
- Served as panelist at Comfort Keepers dementia education event with approximately 27 attendees
- Speaker at Big Spring Senior Center Diabetic Forum and Paul Schemel's caregiver seminar on topic of POLST.
- Maintained high degree accuracy and precision in reviewing and approving clinical referrals as well as verifying finances for potential admissions, while acquiring Hospice contracts if required.
- Determined and analyzed effectiveness of referral for secure memory support neighborhood as well as provided awareness to families regarding dementia.
- Acknowledged for strategizing and implementing marketing/outreach initiatives in community as well as planned and executed multiple events, including open house, large meetings, Making Aging Great.

Additional Experience

Health Coach, Wellspan Health – York, PA

Associate Executive Director, Country Meadows Retirement Communities– Frederick, MD

Director of Information Technology, Visiting Nurse Association – Hanover, PA

Sales Coordinator, Adams County Nursery, Inc. – Aspers, PA

Education

Master's In health administration, Pennsylvania State University, Middletown, PA

Bachelor Of Science in Informatics, Minor in Psychology, York College of Pennsylvania, York, PA

Associate Degree in Liberal Arts, Harrisburg Area Community College, Harrisburg, PA

Technical Proficiencies & Certifications

Assisted Living Manager Certification (Md), 2012

Personal Care Administrator License (Pa), 2010
Certified - Validation Associate and Validation Worker
Long Term Care Certificate, Pennsylvania State University, Middletown, Pa
Gerontology Certificate Harrisburg Area Community College, Harrisburg, Pa
Certified – Microsoft Professional (Mcp), A+ Hardware and Software, Master Microsoft Office User Specialist (Mos)
Competent Communicator and Competent Leader – Toastmaster’s International

Community Services

Chairman, Cumberland Valley POLST Coalition/Got Wishes? Coalition, 2016 - Present
Healthy Adams County End of Life Committee member, 2015-2017

Speaker – Phi Beta Lambda Annual Conference, 2011-2015

Mediation Training (Certificate) – Mediation Services of Adams County, 2012-2015

Volunteer – Communications Committee for Land Conservancy of Adams County, PA, 2007 - 2013

Volunteer and Board Treasurer/Secretary – Adams County Prevent a Litter Society, PA, 2005 - 2013

Volunteer – Compeer (Mental Health Association), 1999 - 2001