

HEATHER WILSON

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- Team Leadership
 - Data Management
 - Budget Monitoring
 - Quality Improvement
 - Equity and Diversity
 - Training, Mentoring, Recruiting
 - Partner Relationship Building
 - International Operations
 - Project Management
 - Conflict Resolution
 - Human Resources
 - Effective Communication
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PROFESSIONAL EXPERIENCE

PINECREST QUEENSWAY COMMUNITY HEALTH CENTRE, Ottawa, ON

September 2017 – Present

Integrated Healthcare Program Lead – South Nepean CHC

- Ensure the smooth functioning of clinical service operations, providing support to clinical systems development, implementation and monitoring as well as change management strategies, new and on-going projects and initiatives in collaboration with external organizations and networks.
- Project Management: coordinate QI projects - health equity for black women and trans clients, Health Links pilot to improve client engagement in care decision, breastfeeding initiative - pilot project, and increasing access to mental health, and partnership to support youth with substance dependency.
- Develop and maintain systems and regular reporting for chart audit and peer review requirements and analyze program outcomes. Accreditation coordinator for primary care – provided guidance on accreditation standards and requirements to leadership.
- Conduct regular needs assessments to identify current needs of the community and analyze client stats – socio demographic data to do an environmental scan to determine service priorities for the Quality Improvement Plan.
- Working with PQ's leadership to identify opportunities to achieve greater efficiency between Primary Care, Community Development Services, and Mental Health teams, program portfolios, and partners and maintain system to track deliverables in line with strategic direction and operational plan.
- Prepare budget projections and approve routine expenditures as delegated by the Director. Ensure information related to payroll, benefits and leaves are provided to finance and human resources. Oversee the purchasing of supplies and equipment and the implementation and monitoring of billing processes.
- Point person for all program staff, community partners onsite and offsite, and building maintenance operations. Oversee day-to-day staffing, scheduling, and coordination of services for primary care clinic. Facilitate clinic team huddles and meetings. Support the Director in development and changes to policies and procedures.
- Supervise, evaluate, and support medical reception staff, nursing team, clinic assistant, administrative assistant, and support community health staff. Provide operational support to physicians and nurse practitioners as well as organize professional development opportunities.
- Consult with Health Services Director on significant access to care to respect equity, diversity and inclusion principles, client concerns, or human resource issues.

PINECREST QUEENSWAY COMMUNITY HEALTH CENTRE, Ottawa, ON

January 2019 – January 2020

Supervisor– Employment Services Ottawa

- Planned, supervised, evaluated and reported on the ITP (Internationally Trained Professionals) mentorship program for new immigrants who have barriers to education or employment looking for Canadian experience.
- Supervised Youth Employment programs staff and helped to develop strategies to address youth employment needs such as resume writing and interviewing skills, and introducing trades programs (Future Builders, Childcare).
- Collected and analyzed data for report writing to include success stories and areas for improvement to share with funders such as United Way and Immigration, Refugees and Citizenship Canada (IRCC).

SBM DESIGN INC., Montreal, QC

January 2013 – June 2017

Business Development Consultant

- Identified job-training opportunities for Cree youth in Whapmagoostui, QC to be implemented into energy projects' business plans with the goal of addressing social challenges among youth in the Cree villages.
- Partnered with clients' marketing teams to organize marketing materials and conference event booth presentation in USA, Costa Rica, and China for Canadian health care, real estate, entertainment, energy and First Nation organizations.

COSTA RICA MD SERVICES, San José, Costa Rica

January 2009 - November 2012

Patient Services Operations Manager

- Increased volume of business by developing strong relationships with international healthcare groups and creating network of local partners including government organizations, physicians, hospitals, and rehabilitation centers.
- Managed patient care coordination program, employee and call center to set appointments for surgeries for international clients. Developed and maintained systems to ensure patient privacy and monitoring of health records and billing processes.
- Supervised medical tourism administrative staff and supported medical team to ensure that all hospital and surgical requirements were satisfied, facilitated consultations, and reassured patients and their families of the process.

EDUCATION

Master of Science – Healthcare Administration, Oklahoma State University, Tulsa, OK

Bachelor of Business Administration, Texas A&M -Tarleton State University, Killeen, TX

CONTINUING EDUCATION

Health Equity Training, Institute for Diversity in Healthcare Management

LEADS Leadership Series, Canadian College of Health Leaders

Six Sigma Lean Yellow Belt, Pincrest Queensway CHC

Project Management Essential Skills for Managers, ULACIT Costa Rica

Quality Improvement and Performance, Equity Learning Collaborative – Centre de Santé Univi Health Centre

Spanish Communicative Strategies, Concordia University Montreal

Trans Health/Gender Diversity Training, Rainbow Health Ontario

Social Work Studies, University of Central Florida

Covid-19 Infection Control, Canadian Association of Community Health Centres & IPAC Community of Practice

LANGUAGES

Fluent in English and Spanish

French for Immigrants (990hrs), Cegep St. Jerome, QC.

OTHER

Vaccination status – Covid vaccine and booster up to date

Canadian residence status – Canadian Citizen – immigrated to Canada in 2014 from USA (dual citizen)