
PERFORMANCE PROFILE

Accomplished healthcare practitioner with more than 30 years of history and achievement in administration, operations and business development. Highly skilled in directing high functioning teams and leading system-wide projects and operations that deliver exceptional service and results. Notable success in shaping strategic vision and developing innovative strategies to promote health equity, increase access, improve health outcomes, drive profitability and sustain growth through skillful allocation of human, financial and material resources. Areas of expertise include:

- Strategic Partnerships and Programs
- Health Promotion /Health Equity
- Network and Business Development
- Population and Community Health
- Digital Health /Telemedicine
- Program and Project Management

SUMMARY OF QUALIFICATIONS

- Administration: More than 20+ years in leading major system-wide hospital projects including design, development, implementation and support of operational programs.
- Management/Operations: Extensive experience working with stakeholders at all levels including executive, clinical, operations, community and technology partners to develop strategic and tactical solutions to meet customer challenges and achieve business objectives.
- Capital and Operational Budgeting: Managed multiple client accounts, overseeing as many as 70 individual projects, managed P & L and multi-million dollar budgets.
- Network and Business Development: Created innovative strategies that require building teams and developing key partnerships critical to promote health, improve health outcomes, and increase access. Managed sales and contract negotiations with external vendors and customers.

PROFESSIONAL EXPERIENCE

Children's Medical Center Dallas, Dallas, Texas

2003-Present

Vice President, Network Service Delivery

- Promoted to develop and lead strategic, system-wide innovative care delivery models. Current operational support for more than 500 school-based sites across North Texas. Lead nursing and operational teams that promote health equity practices by supporting school and community based health initiatives such as telephone triage, telemedicine, tele-mental health, remote patient monitoring, community-based clinics and continuing education initiatives.
- Form key partnerships with school leaders, civic/government leaders, faith and community partners. Represent health system at a local, state and national levels advocating for youth and child health.

Senior Director, Physician EMR Services

- Promoted to lead strategic network development program to offer EMR services to affiliate and independent physician practices, integrating information technology and referral management. Program activities included sales / marketing, demonstration of Epic Electronic Medical Record system, contract administration, system configuration, testing, training, customer support and issue resolution.

Affiliated Computer Services, Incorporated (now Xerox), Dallas, Texas

2001-2003

Consultant/Program Manager, Healthcare & IT Solutions

- Recruited to lead strategic programs focused on Transformation of Care (TOC) deliverables while improving patient care experience by integrating technology, redesigning processes and implementing best practices through multiple client facilities.
- Provided oversight of over 70 individual health care client projects and led teams to ensure timely completion and delivery.

Perot Systems Corporation (now Dell Corporation), Plano, Texas

1997-2001

Client Services Manager, Managed Care

- Managed key health care customer accounts. Prepared quarterly client plans, lead new business opportunities, and assumed leadership role for outsourcing and consulting engagements.
- Maintained profit and loss, forecasted revenue, and invoiced clients. Contributed up to \$1,000,000 in revenue and grew assigned accounts 10% annually and achieved excellent client ratings.

Harris Methodist Health System (now Texas Health Resources), Arlington, Texas

1996 - 1997

Regional Professional Services Manager

- Managed provider network operations for a Medicaid Demonstration Program, including provider recruitment, credentialing, contract compliance, and implemented strategies for network management and expansion.
- Developed contracts with over 500 providers, negotiated contract and payment terms with large physician practice organizations, community providers and ancillary facilities.

PRIOR EXPERIENCE

Yale New Haven Hospital, New Haven, Connecticut
School Clinic Program Liaison

1992-1993

Duke University Medical Center, Durham, North Carolina
Internship

1990-1991

EDUCATION / PROFESSIONAL DEVELOPMENT

Doctor of Public Health

Walden University, Minneapolis, MN

Master of Health Administration

The University of Iowa, Iowa City, IA

Bachelor of Public Administration

North Carolina Central University, Durham, NC

PMP, Certified Project Management Professional

CSSBB, Certified Six Sigma Black Belt

2019-2023 ELECTIONS / APPOINTMENTS / PROFESSIONAL AFFILIATIONS

- Regional Director, South Central Region, Jack and Jill of America, Incorporated
- National Member, Center for Telehealth and e-Health Law (CTeL)
- Executive Committee Member, Texas Child Mental Health Care Consortium (86th Texas Legislature)
- Advisory Board Member, Dallas Housing Authority, Opportunity Rising Foundation
- Advisor, Leadership Dallas (*Class of 2023*)
- Alumni, Leadership Dallas (*Class of 2022*) and Leadership ISD (*Class of 2006*)
- Member, Dallas ISD School Health Advisory Council
- Member, American Public Health Association
- Member, American Telemedicine Association
- Member, Healthcare Information and Management Systems Society, Incorporated

2020-2023 PRESENTATIONS / SPEAKING ENGAGEMENTS

- Discussion on CPAN and TCHAT Programs, 7th Annual Engage & Excel Conference, Meadows Mental Health Policy Institute
- “Not Just 9-5! A Working Mother’s Panel”, Moderator, Children’s Health, Women Empowering Women Series
- “Case Study: School Health in a Value Strategy”, Children’s Hospital Association, 2022 Accountable Health Learning Collaborative
- Pediatric Hospital School Related Services Discussion Panel, sponsored by Cincinnati Children’s
- “Improving Population Health: A Comprehensive School District-Based Care Delivery Model”, Children’s Hospital Association, 2021 Annual Leadership Conference
- “Back to School”: An American Well Thought Leadership Webinar”, sponsored by American Well
- “School Telemedicine: Moving the Legislative Needle”, American Telemedicine Association, 2021 Annual Convention
- “Leveraging GoNoodle in Your Health System”, GoNoodle Annual Partner Summit
- “An Apple a Day: School Partnerships offer a Better Way” Children’s Hospitals Association, 2020 Annual Convention

PUBLICATIONS

- Williams, S., Hill, K., Xie, L., Mathew, S., Ofori, A., Perry, T., Wesley, D., & Messiah, S. (2021). Pediatric Telehealth Expansion in Response to COVID-19. *Journal of School Health*. DOI: 10.1111./josh.13031
- Wesley, Danielle, "Assessing School-based Telehealth Utilization in Medically Underserved Communities" (2020). *Walden Dissertations and Doctoral Studies*. 9676. <https://scholarworks.waldenu.edu/dissertations/9676>
- Roberts, P., Hall-Barrow, J., Williams, S., & Wesley, D. (2017). School-based Telehealth: The Doctor Is In, White Paper. www.childrens.com