

**LAFAYETTE ECONOMIC
DEVELOPMENT AUTHORITY**

Black citizen requirement

RESUME LIST:

Phillips, Wayne K. (City incumbent);

Williams, Michelle M.

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June 8, 2023

Ms. Veronica Arceneaux
Lafayette Parish Consolidate Government
705 W. University Avenue
Lafayette, LA 70506

Dear Ms. Arceneaux:

It is my understanding that I currently am eligible for reappointment as a Board Commissioner of the Lafayette Economic Development Authority (LEDA) beginning in August 2023. The Lafayette City Council had previously appointed me. I am requesting that my name be placed in consideration for reappointment to the Board Commissioner position. I am including a resume with this letter. I am a registered voter in Lafayette Parish.

Should you need any further information, please contact me by telephone at either
or by email at
assistance.

Thanks so much for your

Sincerely,



Wayne K. Phillips

Wayne Phillips

Director of Marketing and Governmental Affairs

SLEMCO, PO Box 90866,
Lafayette, LA 70509-0866

OBJECTIVE

LEDA Board of Commissioners Position

EDUCATION

University of Louisiana at
Lafayette (former USL)
*Degree in Business
Administration* – 1976.

Lafayette High School
Graduate – 1972.

EXPERIENCE

December, 2015 - Present

Director of Marketing and Governmental Affairs • SLEMCO
(Includes supervision of Communications and Economic Development)

May, 2005 – December, 2015

Governmental Affairs Representative • SLEMCO

1981- 2005

Plant Accountant • SLEMCO

1975 -1981

Assistant Circulation Manager • Lafayette Daily Advertiser

KEY SKILLS

Marketing
Project Management
Budget Planning
Public Relations
Regulator Affairs
Governmental Affairs
Economic Development

Handles regulatory affairs with the Louisiana Public Service Commission and governmental affairs in Acadia, Lafayette, St. Landry, St. Martin and Vermilion Parishes, which includes communications with Municipal and Parish Governments, School Boards and State Legislators. Actively involved in Rotary of Opelousas and the St. Landry Interact Club.

LEADERSHIP

- Board Director – Lafayette Economic Development Authority
- Board Director – Community Foundation of Acadiana
- Former Board Director – Better Business Bureau of Acadiana
- Former Board Director – St. Landry Chamber of Commerce

PERSONAL

Married to Geneva Ledet Phillips for 50years with 2 adult children and 3 grandchildren.

Michelle M. Williams, MBA, FACHE

Long Oak Lane
Youngsville, LA 70592

Board-Certified Health Care Executive and Leader

- ✓ C-Level Executive with over 30 years of leadership, development and strategic planning experience in finance, logistics, contracts, project and health care management.
- ✓ Driven to succeed within the ever-changing healthcare environments.
- ✓ Resourceful problem-solver with the ability to develop and implement operational procedures, which improve productivity, reducing costs, and consistently produces profitable results.
- ✓ Success within the continuum of military, private and critical access healthcare environments.
- ✓ Proven track record of discovery and resolution, contract negotiations, customer relations, team collaborations, and process innovation.
- ✓ Demonstrated success in Quality and Financial Audits to include Joint Commission, QOPI and DOD.

CEO

November 2020 - present

Pivot Healthcare LLC

Youngsville, LA

Highly motivated Chief Executive involved in the successful building of a company and multiple business lines performing numerous government projects. A bottom line, high-quality focused, result oriented and service driven approach responsible for all facets of business operations, business development and hands on knowledge in healthcare operations.

- Development of sales and marketing strategy for startup healthcare company, which led to successful attainment and ongoing management of federal accounts.
- Successful in the startup and ongoing financial and operational management of a healthcare company poised to be on a national level.

Director of Compliance and Government Operations

March 2019 - present

VieMed

Lafayette, LA

Responsible for overseeing the organization Corporate Compliance program, developing policies, training and continued compliance. This position also works collaboratively with the CEO, COO and CCO on government contract administration, health information, privacy, accreditation and licensing. Responsibilities include:

- Monitors pending legislation, rulemaking, guidance and other industry trends and best practices related to healthcare regulations to ensure that the necessary information is readily available to all business partners.
- Provides guidance to business partners on changes in federal and state regulations while identifying potential exposures and opportunities.
- Provide leadership and administrative oversight of Medicare competitive bidding and government contracting opportunities.
- Assist leadership by applying knowledge of government contracting, compliance issues, business

Michelle M. Williams May 2023

acumen, discretion and good judgement.

Accomplishments include:

- Participated in the successful triennial The Joint Commission survey for home care with minimal findings. Supported efforts leading up to the survey to include customizing policies and procedures, providing daily organizational educational topics and follow-on correction of standards submission.
- Committed to organizational expansion and business development, submitted applications/received approval for Medicare, State and County licenses in 20 states.
- Authored multiple contract proposals in support of the Department of Defense, Veterans Health Administration and other government agencies for services related to COVID-19 messaging, COVID19 staffing, In-Home Sleep Therapy, In-Home Respiratory Services, Medical Staffing Services and personal protective equipment.
- Provided contract administrative support for 25 critical care nurses and 20 respiratory therapists in direct support of the New Orleans Veterans Health Administration during the COVID-19 pandemic.
- Facilitated the organization's competitive bidding submission on Durable Medical Equipment, Prosthetics, Orthotics, and Supplies in multiple categories for 130 bidding areas across the country.

Manager, Clinic Operations 2

November 2017 – March 2019

Our Lady of Lourdes

Regional Medical Center

Lafayette, LA

Responsible for the daily operational direction and management oversight of the medical oncology offices and outpatient infusion. Tasked to maintain high quality patient care, patient (customer-focused) service, and operational efficiencies throughout every phase of the care process.

Accomplishments include:

- Played a critical role in the transition of three contract providers to employed, and four newly employed providers assisting with benefits enrollment, risk management packets, hospital privileges, insurance credentialing and clinic operations.
- Provided leadership and support, identifying tasks and resources required to transition from clinic management contract services to hospital-owned within the established timeframe for staffing and productivity, revenue cycle, physician invoicing and quality measures.
- Made aggressive updates to appointment templates, increasing overall patient and staff satisfaction and physician efficiency, leading to an increase in provider RVU production.
- Active in the revenue cycle process of a \$30 million clinic, providing physician education on medication reimbursement/denials of costly drugs and information on alternate treatments, all while keeping patient safety at the forefront.
- Participated in the Medicare Targeted, Probe and Educate requests, providing required clinical documentation, drug quantity and costs analysis in the prescribed timeframe to ensure maximum reimbursement.
- Participated and chaired monthly Provider, Clinical and Business meetings.

Practice Manager

March 2017 – October 2017

Mary Bird Perkins Cancer Center

Lafayette, LA

As a Strategic Partner with Our Lady of Lourdes Regional Medical Center, responsible for the daily operational direction and management oversight of the medical oncology offices. Tasked to maintain high quality patient care, patient (customer-focused) service, and operational efficiencies throughout

Michelle M. Williams May 2023

every phase of the care process. Accomplishments include:

- Facilitated the implementation of EPIC electronic health record with responsibility for staff and physician training, troubleshooting and conversion of over 5,000 patient appointments within the required timeframe.
- Developed and implemented quality improvement initiatives that lead to the department's recent Quality Oncology Practice Initiative certification. The QOPI certification demonstrates a commitment to excellence and ongoing quality for outpatient oncology practices.
- Implemented three process improvement initiatives related to telephone triage, medical assistant workflow and patient infusion treatment check-in process. Each of these patient safety initiatives improved overall quality, efficiency of care and reduced staffing requirements by seven FTEs.
- Partnered with five oncologist and five mid-level providers to advance their understanding of hospital policies and procedures, resolve problems, increase patient and staff satisfaction, and exceed patient expectations.

**Director, Physician Services
Franklin Foundation Hospital
Franklin, LA**

May 2016 – March 2017

Responsible for the daily operations of the Franklin Foundation Hospital-owned physician practices to include Women's Health, Internal Medicine, General Surgery and Family Medicine. Responsibilities also include supervision of 3 departmental managers and 26 employees in providing policy, procedures and monitoring of all aspects of the revenue cycle to ensure maximum reimbursement for the practice and the hospital. Accomplishments include:

- Provided immediate leadership required to ensure compliance with regulatory agencies and accrediting bodies while continually monitoring the clinic's delivery of healthcare.
- Functioned as a member of the Senior Management Team consisting of the CEO, COO and CFO.
- Refocused the revenue cycle process via a Lean Six Sigma Rapid Improvement Event, resulting in 3 FTEs less in the process and improved financial controls.
- Active in physician recruitment process to include interviews, contracting, compensation and locum's tenens coverage to ensure no gaps in service.
- Instrumental in the expansion of services with the recruitment of an orthopedic surgeon.
- Established a prior authorization process via a Lean Six Sigma Rapid Improvement Event, resulting in zero surgery cancellations due to lack of standardization and unnecessary duplication within the organization.

**Senior Financial Analyst
Contracting Resources Group
Baltimore, MD**

September 2015 – July 2016

Provided financial and administrative acquisition support for the planning, tracking, analysis and execution of funding in support of the Department of Defense/Veterans Affairs Vision Center of Excellence (VCE) initiatives and mission. Accomplishments included:

- Provided contract execution support for VCE contracts, purchase orders, and task orders through various contracting offices and financial offices to ensure timely execution and obligation of VCE funding actions
- Prepared life-cycle budget planning, financial briefings, exhibits, and reconciliations in relation

Michelle M. Williams May 2023

to commitments and obligations of VCE funding.

- Track funds execution, including commitments, obligations, unobligated balances, and expenditures for all VCE programs and provided necessary reports in support of the program.
- Assisted in the preparation of annual spend plan to include analysis; detailing authorizations, commitments, obligations and balances.

U. S. Navy

March 2005 – October 2015

Medical Service Corps Officer

Held senior financial and administrative positions in support of a global health-care network in America's Navy over a ten-year period.

Deputy Controller

January 2015 – September 2015

U.S. Navy Bureau of Medicine and Surgery

Client Executive

Falls Church, VA

Directly supervised 10 civilian employees in the management of all budgetary and accounting functions of a \$1 billion budget accountable for Navy Medicine's headquarters, research and development, education and training, logistics, public health, and human-resource management for Sailors and Marines around the world. Provided long-range financial planning advice and overall direction setting at the regional level.

Director for Resources/Controller

January 2012 – December 2014

U.S. Naval Hospital

Yokosuka, Japan

Responsible for the strategic planning, direction and overall accountability of a \$70 million operations budget for a major overseas U.S. Military Treatment Facility (hospital) and seven Ambulatory clinics, providing both outpatient and inpatient (primary and specialty) services for over 41,000 beneficiaries across Japan, Korea, and Diego Garcia.

Financial Manager

July 2009 – December 2011

Navy Medicine Support Command (NMSC)

Jacksonville, Florida

Directly supervised 10 civilian employees and assisted in the management of all budgetary, accounting and auditing functions of a \$1 billion budget accountable for Navy Medicine's research and development, education, training, public health, and human-resource management for Sailors and Marines around the world.

Deputy Controller

March 2005 – July 2009

Navy Medicine Information Systems Support Activity

Bethesda, Maryland

Assisted in the daily management of budget execution and financial accounting operations for an \$82 million budget in support of Navy Medicine's information systems.

U. S. Navy Hospital Corpsman

January 1992 – February 2005

Held progressive program and healthcare management positions at U.S. Navy Hospitals with various missions, visions and strategic goals over a thirteen-year period.

Education

Webster University

Masters, Business Administration

Southern Illinois University

Bachelors of Science - Health Care Management

Member

Fellow, American College of Healthcare Executives

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