



George N. Miller, Jr., MHA, FACHE President & Chief Executive Officer

Innovative Thought Leader • Quality Improvement • Performance Improvement

Raising the Bar in Service Excellence in Community Health Care

With more than 30 years of experience, George N. Miller, Jr., is an expert health care strategist, community health advocate, and quality and performance improvement executive. As a prominent and motivational leader in health care, Miller is well-known across the Nation for his "Catch the Spirit" approach to leading health care organizations to immense success. As an expert in turnaround operations, Miller is able to rebuild the most troubled and complex health care organization from the inside-out, transforming it into a nationally-recognized, high-quality healthcare delivery system of excellence.

George N. Miller, Jr., MHA, FACHE, is the President and Chief Executive Officer of The Loretto Hospital, a nonprofit safety-net hospital located in the Austin Community on the West Side of Chicago. Serving primarily as an executive leader for more than half of his career, Miller has demonstrated a successful track record for improving safety-net and community hospitals by: driving business and quality initiatives; improving employee engagement programs; transforming finances and operations to profitability; and, analyzing and rebuilding quality processes and systems within an organization to improve its overall workflow structure.

As a game changer in health care, organizations have experienced immense growth both with regard to their human capital and their financial stability under Miller's leadership. This footprint is apparent at CommUnityCare, in Austin, Texas, the largest FQHC in Texas and the 10th largest in America, where Miller served as CEO. Under his leadership, Miller led the organization to receive more than \$55 million for its Delivery System Reform Incentive Payment (DSRIP) program, a project initiated under Miller's administration to expand health care throughout the region. Also under his management, CommUnityCare expanded access to quality health care in underserved communities by opening additional locations, including a new health center which is the largest in Texas, and the only FQHC located on a historically black college campus. In addition, Miller was responsible for increasing CommUnityCare's revenues from \$60 million to \$100 million, and its employees from 550 to 850.

Prior to CommUnityCare, Miller served as the CEO concurrently for QHR Quorum Health Resources in Brentwood, TN, and for Okmulgee Memorial Hospital (OMH) in Okmulgee, OK, for two years. While at OMH, the hospital underwent a complete turnaround in its overall operations and was profitable within one year of his leadership. Additional executive leadership positions held include: President and CEO of First Diversity Healthcare Group (FDHG); Regional Vice President and CEO of Community Mercy Health Partners in Springfield, OH; Senior Vice President of Catholic Health Partners (CHP) in Cincinnati, OH; Provena St. Mary's Hospital in Kankakee, IL; CHRISTUS Jasper Memorial Hospital in Jasper, Texas; Twin Oaks Medical Center in Fort Worth, Texas; and Newport News General Hospital in Newport News, VA.

In 2008, Miller was appointed by President W. George W. Bush to the Medicare Payment Advisory Commission (MedPAC). He was reappointed in 2011 by President Barack Obama. Miller also served as the National President of the National Rural Health Association in 2007, the largest rural trade association in America and the voice of rural health care.

Miller has led hospitals to receive numerous awards for excellence. Under his leadership, CMHP received the *2007 Premier One Source National Quality Award*, an honor of distinction which is awarded to 49 out of 4700 hospitals nationally. Mr. Miller also led Provena St. Mary's Hospital and CHRISTUS Jasper Memorial Hospital were selected as one of *Solucient's Top 100 Hospitals in America*. In addition, Provena St. Mary's Hospital also won the *J.D. Powers Hospital of Distinction Award*.

He has served on numerous boards. From 2004-2006, Miller served on the Board of Directors of the American Hospital Association (AHA); the Board of Commissioners for the Joint Commission (2002-2004); and has served on the Board of Directors of the Texas Hospital Association (THA), and the Texas Organization of Rural and Community Hospitals. (TORCH). Currently, Miller continues to advocate for high quality healthcare by serving as a board member for: the Board of Directors of the Texas Hospital Association/Health Share; the Board of Directors and the Chair-Elect of the Texas Health Institute (THI) for 2018-2020; and, the Board of Directors of the Children's Optimal Health.

Miller received a BS in Business Administration from Bowling Green State University in Bowling Green, Ohio, and a Masters in Health Services Administration, from Central Michigan University in Mount Pleasant, Michigan. He is an adjunct professor of Health Services Administration for the master's program for CMU. He is an FACHE of the America Colleges of Healthcare Executives. Miller has given more than 200 speeches nationwide on healthcare including speaking at the White House and before both the U.S. Senate and Congress. In addition, he also served as a keynote speaker for numerous for university and high school graduations.

In his spare time, Miller enjoys spending quality and uninterrupted time with his two beautiful daughters, Brianna and Grace and his son, George III (Trey). In addition to his active leadership roles in the community, Miller is an active member of his church community. He enjoys a host of activities along with most sports including being an avid golfer.



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