

**ANGELETTE (ANGEL) M. EVANS, DBA, MS-HLP**

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**CAREER SUMMARY**

Accomplished healthcare leader with 20-years of progressive experience in providing value-added services within a multi-stakeholder environment involving health systems, provider groups, provider associations, local government, regional chambers, business communities, and academic institutions. Highly motivated by transformative change with the proven ability to implement programs and services. Substantial competencies in building and maintaining relationships. Proficient in creating strategies and processes that enhance operations and team engagement. Excellent communicator, coach/trainer, and educator with strong presentation, public speaking, research and analytical skills.

- Adept Presentation Skills
- Contracting & Practice Integration
- Creative problem solving
- Critical Thinking & Analytics
- Growth & Development
- Innovative Thinking
- Market & Industry Intelligence
- Network/Physician Partnerships
- Payor Strategy/Managed Care
- Program & Process Evaluation
- Project Management
- Planning & Strategy
- Process Improvement
- Research Methods
- Service Line Development

**FACULTY APPOINTMENT**

**GOVERNORS STATE UNIVERSITY, University Park, IL** **2006 – Present**

**College of Health and Human Services, Department of Health Administration**

**Unit A Faculty – Assistant Professor,** **2019**

- Current Courses: MHA Research Methods, MHA Intro to Healthcare Systems, MHA Healthcare Management II (Capstone Course), & MHA Field Experience (Practicum Course)
- Student Healthcare Management Association Advisor

**Adjunct Professor/Visiting Lecturer,** **2002 - 2018**

- Former Courses: BHA/BSN Healthcare Informatics, & MHA Strategic Planning
- Former Preceptor to Health Administration students for field practicum. Provided leadership coaching/training to guide early careerist into healthcare positions post-graduation.
  - Preceptor of the Year - 2015

**PRACTICAL EXPERIENCE**

**ADVOCATE HEALTH CARE** **2010 – 2018**

A not-for-profit, faith-based health network that operates more than 400 sites of care, including 12 acute-care hospitals, 6,300 physicians, and Illinois' largest integrated health delivery system.

**ADVOCATE TRINITY HOSPITAL, Chicago, IL**

A 205-bed acute care facility; one of the busiest emergency departments, stroke, and STEMI programs in southeast Chicago.

**Director, Physician Relations and Medical Staff Affairs,** **2014 – 2018**

Functioned as an internal consultant with a matrix reporting relationship to the site President, Vice President of Medical Management, and regional and system executives. Developed and led innovative strategic plans to elevate site and system initiatives - network development for managed care risk-based contracts, strategic physician partnerships, growth strategies, and service area budgeting. Coached medical leadership on advancing cooperative provider alignment and behavioral changes. Advised teams on effective initiatives to optimize quality and safety metrics toward national standards. Served on physician hospital organization (PHO) local board for 4-years.

- Optimized physician alignment within the context of priority clinical programs that drove the engagement score to the 88%ile for 2017, the highest score in the 9-year history.
- Cultivated a balanced physician network to recapture and grow market share that provided year over year growth in key outpatient cases, notably +130% in Cath Lab, +24% in GI/Endo, +19% in ENT, +8% in Orthopedics, and 2%+ in overall outpatient surgery.
- Advised executive management on approaches to advance provider relationships through cooperative objectives resulting in partnerships with two geriatric centers, (Jen Care and Oak Street) and executed transfer agreements with service area safety-net hospitals – processes developed to ensure clinical services are accessible within the local community.
- Guided the gap assessment to determine service area needs resulting in the design of the Direct Access Colon Cancer Screening program, the first in southeast Chicago. Team successfully achieved the clinical integration metric above 67% of attributed eligible adults screened. Moved closer to the YE2018 80% goal and reduced the colorectal cancer disparities in southeast Chicago.

**ADVOCATE SOUTH SUBURBAN HOSPITAL**, Hazel Crest, IL 2010 – 2014  
A 298-bed, acute care facility in southern Cook County (south Chicago suburbs).

**Manager, Physician Relations, Medical Staff Development:** Reported to the Director of Physician Development under the Advocate Health Care regional division of Business Development. Led all medical staff development activities focusing on building strategic alignment and partnerships with physicians and their practices.

- Charged with coaching and facilitating communication between administration and physicians that led to development of the quarterly office manager/administrator forum, facilitating physician networking, creating avenues for enriched communication on system and hospital initiatives.
- Improved physician satisfaction/engagement from a baseline 47%ile in 2009 to the top decile (91%ile) by 2013, surpassed system goal of 75%ile 4-years in a row. Achievement attributed to soliciting key provider ownership and participation in physician centric task forces; this allowed physicians to collaborate on solutions to improve hospital services.
- Co-lead surgical service line, achieved sustained growth by 10% over two years, resulting in shifting our med/surgical mix over 25% - equating to a healthy financial performance.
- Successfully acquired 5 providers into Advocate Medical Group from a competitor hospital; supported the employed provider acute care contribution by 4%; improved loyalty of priority independent splitter physicians by 2%.
- Created and refined the physician variance scorecard, which is reviewed monthly to determine productivity and performance improvement opportunities among physicians; in addition, coached PHO physicians on how to elevate their individual and group performance.
- Developed quarterly office manager/administrator forum, that was standardized with other regional Advocate hospitals; facilitated physician networking and created avenues for enriched communication on the system and hospital initiatives.

**METHODIST HOSPITALS, INC**, Gary and Merrillville, IN 2008 – 2010  
A 582-bed not-for-profit health system which operates two hospitals in Lake County Indiana.

**Director, Physician Development:** Directed and facilitated the activities for medical staff affairs, physician recruitment, physician on-boarding, and contract development (income guarantees, employment, and service arrangements).

- Completed a full Medical Staff Complement Plan upon first six months of employment.
- Directed a multi-departmental integration project: Guided the selection and execution of the electronic medical record platform to integrate with the acute care system (Meditech to EPIC). Oversight of the physician and support staff end-user interface, process mapping, training, and implementation.
- Requisitioned vendor resources to support the Methodist Physician Group re-design; in addition,

a solution for practice management for independent providers – for long-term alignment with key medical staff in the community.

- Successfully recruited and on-boarded 10 physicians into employed or affiliated arrangements.
- Directed the execution of key services: cancer care, hospitalists, emergency/trauma service, orthopedics, neurosciences, occupational medicine, surgical services, and high-risk OB.
- Redesigned emergency paid on-call program through renegotiated contracts and employment arrangements with general surgeons, orthopedics, urologists, and ENT.

**INGALLS MEMORIAL HOSPITAL, Harvey, IL****2007 – 2008**

A 478-bed regional health system now part of University of Chicago Medical Center; operates out of five cities in southern Cook County (south Chicago suburbs).

**Project Manager:** Directed the operations of the hospital's project management office (PMO). Oversaw up to 50 tactical and internal information technology project lifecycles. Managed work tasks for analysts, network engineers, application specialists, and enterprise wide project team members.

- Refined project management process and tracking to coordinate limited human resources.
- Executed the completion of two materials management projects: Omnicell upgrade, and Q-Sight/Owens & Minor items tracking, requisition, and charging application. Actively, planned and managed second phase of Q-Sight implementation in Cath Lab/Electrophysiology areas.
- Led the implementation of two electronic medical record applications: Systoc Occupational Health electronic clinical documentation system; & Picis/OR Manager- Surgical scheduling, materials management tracking, and case record documentation program.

**NORTHWESTERN MEMORIAL HOSPITAL, Chicago, IL****1996 – 2007**

An 850-bed teaching hospital affiliated with Northwestern University's Feinberg School of Medicine.

**Informatics Coach, Quality,****2005 – 2007**

Managed the physician end-user journey on the Cerner (PowerChart) platform; along with other technology initiatives. Led classroom and one-on-one training; certified adaptation and optimization of the documentation and ordering tools. Certified in DMAIC process improvement methodology.

- Advised external consultants on physician dynamics; developed process maps for translation into the on-line modules. Recommended workflow improvements and ensured proper usage of the EMR system in support of risk management, patient safety, and quality initiatives.
- Demonstrated proficiency and mastery of the Cerner-PowerChart system - Developed physician focused 'work-aids' and workflow guidelines - vital tools to the long-term compliance and proper usage of system modules; ensuring organization wide uniformity.
- Lead NMH to a successful transition from paper records to the EMR system. Achieved the NMH annual performance initiative (API) goal: 75-percent of the medical staff on-line within first year.

**Senior Physician Representative,****2003 – 2005**

Built and maintained relationships with physicians; removed barriers hindering productivity.

- Directed on-campus continuing medical education programs and seminars.
- Developed a clinical resource manual (sales manual) for department on key clinical NMH programs, including information on physician leads and clinical processes. Manual is a dynamic resource designed to enhance proficiency of NMH services and sales competencies.
- Facilitated external independent physician association (IPA) contracts for specialty services offered at NMH. Enabled transfer process from other hospitals for specialty services.

Prior to 2003, held various positions with Northwestern Memorial Hospital and Research Associate II, School of Veterinary Medicine at University of California Davis.

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**EDUCATION**

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<b>Doctor in Business Administration</b> , Northcentral University, San Diego, CA, Healthcare Administration and Management Research: Long-Term Sustainability of Surgical Operational Improvements Post Consultancy	2017
<b>Master of Public Service Management</b> , DePaul University, Chicago, IL, Health Law & Policy	2003
<b>Bachelor of Science in Biological Sciences</b> , University of California, Davis, CA, Pre-Medicine program	1996

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**ACTIVE PROFESSIONAL MEMBERSHIPS & CIVIC SERVICE**

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**Alliance for Health Equity** – Chicago and Cook County Community and Hospital Cooperative  
Policy Committee  
Social and Structural Determinants of Health Committee

**American College of Healthcare Executives (ACHE)**  
Chicago Health Executive Forum – Board Director Communications & Marketing

**Chicago Southland Chamber of Commerce**  
Co-Chair Healthcare Council

**National Association of Health Service Executives (NAHSE)**  
Past President Chicago Midwest Chapter  
Student Case Competition Coach/Mentor