

ANN MILLER, M.A., CCC-SLP, MBA, MPMC, ACHE
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EXECUTIVE PROFILE

I am a healthcare executive and licensed Speech-Language Pathologist with 23+ years of progressive leadership in inpatient rehabilitation and acute care environments. I have more than 8 years of director-level experience overseeing interdisciplinary teams of up to 60 FTEs across IRF and hospital settings. I have expertise in CMS regulatory compliance, medical necessity oversight, accreditation survey readiness (CARF, ACHC, Joint Commission), utilization management, fiscal stewardship, and quality improvement. In addition, I am a national and international CARF Surveyor with advanced knowledge of rehabilitation standards, operational integrity, and clinical documentation compliance. I am recognized for building high-performing teams, strengthening regulatory alignment, and driving operational excellence in complex healthcare systems.

CORE EXECUTIVE COMPETENCIES

- Inpatient Rehabilitation (IRF) Operations
- Healthcare Administration & Fiscal Oversight
- CMS & Medicare Regulatory Compliance
- Accreditation Readiness (CARF, ACHC, Joint Commission)
- Utilization Review & Medical Necessity
- Interdisciplinary Team Leadership
- Quality Improvement & Performance Metrics
- Clinical Documentation Integrity
- Physician & Community Relations
- Strategic Planning & Program Development

PROFESSIONAL EXPERIENCE

SPEECH-LANGUAGE PATHOLOGIST

Franciscan Health

January 2026 – July 2026

- Evaluation and treatment of speech, language, cognition and swallowing deficits related to varied etiologies
- Responsible for patient care in STACH and Inpatient Rehabilitation
- Evaluation and treatment including but not limited to: Modified Barium Swallow Studies

(MBSS), Flexible Endoscopic Evaluation of Swallowing (FEES), standard batteries for Speech-Language Pathology, and evidence-based practice for standards of care

SURVEYOR

Commission on Accreditation of Rehabilitation Facilities (CARF) April 2022 – July 2026

National and international surveyor evaluating administrative, clinical, and governance standards in inpatient rehabilitation facilities.

- Conduct comprehensive accreditation surveys assessing organizational leadership, regulatory compliance, clinical documentation integrity, and operational performance
- Evaluate adherence to CMS IRF coverage requirements and interdisciplinary plan-of-care standards
- Provide consultative feedback to executive leadership teams regarding performance improvement and accreditation readiness
- Assess risk areas related to utilization management, quality metrics, and patient safety
- Collaborate with multidisciplinary leadership teams to ensure alignment with evidence-based rehabilitation standards

DIRECTOR OF THERAPY OPERATIONS

Lafayette Regional Rehabilitation Hospital April 2024 – January 2026

Executive oversight of a 40-bed inpatient rehabilitation facility's therapy operations.

- Directed interdisciplinary department of 50+ FTEs including PT, OT, SLP, and support staff
- Oversaw utilization management and ensured CMS compliance with IRF coverage requirements
- Led Joint Commission accreditation efforts, including Stroke Certification readiness
- Managed departmental fiscal performance, productivity standards, and cost containment initiatives
- Implemented quality improvement strategies to improve patient throughput, satisfaction, and clinical integrity
- Served as liaison between hospital administration and contracted therapy agency
- Strengthened physician relationships, marketing outreach, and community engagement

ADMINISTRATIVE DIRECTOR, PHYSICAL MEDICINE & REHABILITATION

Marion Health (in partnership with Lifepoint Rehabilitation) April 2018 – April 2024

Executive leadership across 100-bed acute care hospital and inpatient rehabilitation facility.

- Led 60+ interdisciplinary staff including nurses, therapists, physicians, and support personnel
- Directed regulatory compliance resulting in successful ACHC, CARF, and State Board accreditation outcomes
- Oversaw medical necessity review, utilization processes, and interdisciplinary plan-of-care compliance

- Managed departmental budgets, productivity targets, and operational performance metrics
- Advanced quality initiatives to improve patient outcomes and interdisciplinary collaboration
- Strengthened physician engagement and community partnerships to support program growth

CLINICAL EXPERIENCE

Speech-Language Pathologist – Marion Health (2005–2018)

Speech-Language Pathologist – Carey Services Pediatric Clinic (2003–2005)

- Myofascial Release • CPR and First Aid Certified Healthcare Provider • Modified Barium Swallow Studies (MBSS) • Neuromuscular Electrical Stimulation (VitalStim) • Flexible Endoscopic Evaluation of Swallowing (FEES) • Deep Pharyngeal Neuromuscular Stimulation (DPNS) • Neurolinguistics Diagnostic (Marquette University Brain Dissection Certification)
- Speech, Language and Cognition Evaluation and Treatment • Guest Lecturer at Ball State University and Indiana Wesleyan University • Supervised and Evaluated Graduate Level Students • Lead Therapist Responsibilities

EDUCATION

Master of Business Administration – Healthcare Administration and Economics, Ball State University – July 2021

Master of Arts – Speech-Language Pathology, Ball State University – July 2003 (Coursework focus: Adult Neuropathology and Dysphagia)

Bachelor of Science – Audiology and Speech-Language Pathology, Purdue University – May 2001 • Dean's List • Honors Program Diploma in Liberal Arts • Minor: English Literature; Minor: Spanish

CERTIFICATIONS & AWARDS

- American Heart Association – BLS Certification (April 2026)
- American College of Healthcare Executives – Member, Pursuing FACHE (July 2023)
- Group and Individual Crisis Intervention Management Certification – Marion Health (Mar 2022)
- Medical Rehabilitation Management Certification – American Medical Rehabilitation Providers Association (Aug 2021)
- LifePoint Rehabilitation – Company Rookie of the Year (Nov 2018)

SKILLS

• Communication & Conflict Resolution • Multitask Management & Advanced Time Management • Program Development & Strategic Operational Planning • Kaizen Philosophy & SWOT Analysis • Marketing & Community Outreach • Data Analysis & Patient-Centered Care • Transformational Leadership & Business Acumen • Transdisciplinary & Interdisciplinary Collaboration • Regulatory Compliance

COMMUNITY LEADERSHIP

Marion Civic Theatre, Marion, IN
President, Board of Directors (July 2020 – Aug 2021)
Board Member (July 2018 – Aug 2020)

Marion PAL Judo, Marion, IN
Secretary (Nov 2018 – Jan 2024)

St. Paul Catholic Church, Marion, IN
Lead Teacher, Liturgy of the Word with Children (Aug 2008 – Apr 2024)

St. Paul Catholic Parish School, Marion, IN
President, Parent Teacher Organization (May 2014 – May 2017)