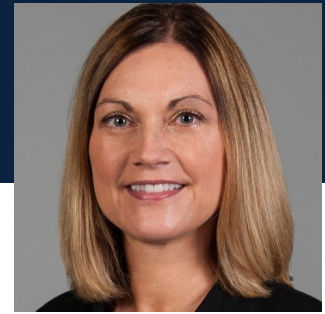


Ellen Smith

Ambulatory Services and Business Development
Munson Healthcare



Ellen Smith has held the position of President, Ambulatory Services and Business Development since September 2022. During her time at Munson Healthcare, she has successfully led physician network practices through ongoing operational changes during the pandemic, including the rapid transition to virtual visits early on and the continued utilization of virtual care as part of our ongoing care model. In addition, she has led work to expand access to primary care across the Munson Healthcare system.

Ellen is a strategic leader and executive with over 27 years of experience in the industry and is known for improving business performance combining strategy, people, process, and technology solutions. She is both an innovator and a change agent.

In every organization in which Ellen has held a leadership role, not only has she increased physician engagement, but she has also identified strategic opportunities to differentiate programs and services from the competitors. Before starting her own healthcare consulting business, Ellen most recently was the Vice President, Business Development and Access, at Summa Health in Ohio. In that role she developed and implemented innovative system-wide initiatives and technology platforms optimizing patient and physician access across entities and sites of care. Ellen has also held senior leadership positions at OhioHealth in Columbus, Ohio, and Spectrum Health in Grand Rapids, Michigan. Her work has consistently focused on engaging physicians and operational leaders in improving consumer and patient access and growing key clinical programs and service lines from design to execution across an integrated health network.

Ellen holds a Bachelor of Science in Physical Therapy from Grand Valley State University and a Master's in Public Administration-Healthcare Administration from Western Michigan University. She has been a Fellow in the American College of Healthcare Executives since 2004 and is a member of the ACHE's Healthcare Consultant Forum.