

# Trishya Brown, MBA

W329S8014 Hickory Nut Lane, Mukwonago, WI 53149  
Email: [Trishya.Brown@gmail.com](mailto:Trishya.Brown@gmail.com) Phone: 262-510-5965

---

## PROFESSIONAL SUMMARY

*Results oriented strategic human resources professional with strong healthcare operational background and demonstrated record of developing innovative programs while strengthening employee relations. Experienced in hospital operations, business development, clinic start-up, health plan start-up, benefit design, people strategy and HR consultation. A collaborative leader, partner, coach, and mentor. Motivated team player, able to establish rapport with individuals and problem solve to maximize performance and achieve business outcomes.*

## PROFESSIONAL EXPERIENCE

**Advocate Aurora Health**, September 2015 – present

**Vice President, Human Resources – Greater Milwaukee – September 2019 – present**

*Recently promoted from Senior Director of Human Resources to Vice President of Human Resources for the Greater Milwaukee Patient Service Area. Currently serve as the HR executive for St. Luke's Medical Center, Sinai Medical Center, West Allis Medical Center, Aurora St. Luke's Medical Center, Grafton Medical Center and the Greater Milwaukee Medical Group.*

**Senior Director, Human Resources Business Partner, Aurora St. Luke's Medical Center – December 2016 – present**

*Aurora St. Luke's Medical Center (ASLMC) is a quaternary hospital part of the Advocate Aurora Health System. ASLMC is nationally ranked in five adult specialties and rated high performing in six adult specialties. ASLMC is a five-time Magnet recognized hospital. ASLMC has 938 licensed beds, 225 leaders and 6,400 caregivers, including physicians and advanced practice providers.*

- Actively involved in Advocate Aurora Health system integration teams including human resources senior leadership, operations model change management steering committee, nursing education redesign steering committee and co-leading the development of the legacy Aurora team member relations shared service center.
- Led the process team to develop and scale an Employee Relations Resource Team to manage the employee relations process for over 78,000 team members across Advocate Aurora implemented in July 2019. This work was focused on designing processes in Wisconsin and included running a pilot and aligning the systematic processes from both legacy organizations to drive consistency and world-class service while leveraging the fair and just culture algorithm.
- Led a team of HRBP's from across the system to develop pre-boarding, onboarding and in-boarding tools to enhance the overall first year experience. First year RN turnover at ASLMC improved from 28 percent in 2017 to 18 percent in 2018. Current first year RN turnover through May of 2019 12 percent.
- Leveraged workforce analytics to proactively address retention by partnering with site leaders to implement a flight risk model. Since the onset of 2017 ASLMC has seen a 12 percent improvement in overall turnover.
- Facilitate talent reviews (succession planning) at site and market level. Leverage a model that includes team members who are ready now, ready in 1-2 years, ready in 3-5 years and emerging. For team members not ready now, partner with senior leadership to identify development plans to increase readiness.
- Lead the development and facilitation of quarterly learning development institutes for all

# Trishya Brown, MBA

W329S8014 Hickory Nut Lane, Mukwonago, WI 53149  
Email: [Trishya.Brown@gmail.com](mailto:Trishya.Brown@gmail.com) Phone: 262-510-5965

---

ASLMC leaders in partnership with the Studer Group.

- As part of administrative team rotation, lead daily safety huddles to drive a proactive focus on safety as part of ASLMC's goal to become a highly reliable organization leading to zero harm to patients and team members.

## **Director, Human Resources Business Partner – September 2015 – December 2016**

*Provided strategic HR partnership to the Aurora Health Care Medical Group, including service lines, hospital-based specialties, system clinical leadership and the Aurora Research Institute.*

- Led the human resources due diligence process for provider group affiliations across all markets.
- Partnered with leaders within the service line and hospital-based specialty areas to build out the business case to transition Neonatal Nurse Practitioners from multiple leadership roll-ups within the market to one leadership structure within the hospital-based specialty division.
- Designed a three-tiered model within the after-hours clinical contact center organizational structure to leverage best practices in telephonic patient care while supporting team member development. Worked with senior leadership and compensation to implement.
- Forged an extensive partnership with compliance, legal, and the Aurora Research Institute to address challenges and risks facing the existing research training program. Developed an action plan to unwind existing program and implement best practices as part of new program to support research advancement.
- Co-led an interdisciplinary team of operational leaders, physicians, compensation and HRBP's to design and develop a service line staffing float program to staff the CVOR and CVICU by service at three different medical centers.

## **Manager, Human Resources Business Partner – WI/Puerto Rico, May 2011 – September 2015** *Molina Healthcare, Inc. (approximately 13,500 employees)*

*Provided strategic and operational Human Resources consultation to Molina Healthcare of Wisconsin and Molina Healthcare of Puerto Rico. Responsible for the assessment of HR initiatives to support business strategies. Collaborated with corporate partners to develop and implement HR programs to meet business objectives. Provided comprehensive support in the areas of organizational effectiveness, talent management, employee relations, organizational restructure, training and development, and compensation. Led the HR implementation activities for two start-up health plans (Molina Healthcare of Illinois and Molina Healthcare of Puerto Rico).*

- Partnered with senior business leaders to align human resources solutions with business needs.
- Ensured alignment of local health plan with corporate objectives.
- Managed and resolve complex employee relation issues through effective consultation.
- Provided day-to-day performance management guidance to direct reports and business leaders including coaching, counseling, career development, policy interpretations, and disciplinary actions.
- Led the Senior Leadership team at Molina Healthcare of Wisconsin through two Plan President transitions.
- Oversaw HR implementation activities at two start-up health plans in Illinois and Puerto Rico while continuing to oversee Human Resources at Molina Healthcare of Wisconsin.
  - Developed and implemented the Molina Healthcare of Illinois staffing plan and partnered closely with recruiting to onboard 100+ employees between April and June of 2013, and an additional 100 between July 2013 and June 2014.
  - Developed and implemented the Molina Healthcare of Puerto Rico staffing plan and partnered closely with recruiting to onboard 400+ employees between January 12, 2015 and March 31, 2015.

# Trishya Brown, MBA

W329S8014 Hickory Nut Lane, Mukwonago, WI 53149

Email: [Trishya.Brown@gmail.com](mailto:Trishya.Brown@gmail.com) Phone: 262-510-5965

---

- Partnered with legal in Puerto Rico to develop and implement a handbook consistent with Puerto Rico labor laws and practices.
- Developed and implemented the Molina Healthcare of Wisconsin Branching Out Program. This program allows staff level employees the opportunity to shadow "host" departments monthly to gain understanding of all functional areas.
- Conducted monthly focus groups with randomly selected staff on a variety of topics and share feedback with operations team.
- Developed the 2015 MHWI Employee Engagement Action Plan and assigned ownership to leaders across the organization.
- Facilitated leadership roundtables to address and discuss complex employee relation matters
  - Developed and facilitated several trainings including, being a Molina Manager program to newly promoted supervisors and above; Management Development Program, Molina Performance Coaching, Change Management and Effective Communication.
  - Participated in several corporate workgroups to develop and improve processes including, Conversion from JDE to Oracle Fusion HRIS, Enterprise wide Performance Management, Molina P.A.L. program, and Jobs standardization project

## **Operations Manager, March 2008 – April 2011**

*Interra Health, Inc., Franklin, WI*

*Promoted from Senior Project Manager to Operations Manager within six months of hire.*

*Oversaw client relations and the operations at three onsite employer preventative healthcare clinics. Managed a team of ten employees including onsite providers, administrative staff, and a project management team who worked with clients to develop innovative. Consulted with organizations on how to design benefit strategies that included HIPAA compliant wellness programs integrated into the client's benefit plan. Managed all aspects of client relations, project management and human resources.*

## **Human Resources Generalist, November 2004 – March 2008**

*United States Bowling Congress, Greendale, WI*

## **Accounting/Human Resources Assistant, October 2002 – November 2004**

*Daniels, Inc D/B/A Sentry Foods, Walworth, WI*

### **PROFESSIONAL DEVELOPMENT/EDUCATION**

- PHR Certified, 2006, SPHR Certified 2012, SHRM-SCP Certified 2015
- Member of the WI SHRM Board of Directors Executive Committee, 2014 – 2017
- Member of the MM SHRM Board of Directors, July 2008 – June 2014
- MM SHRM Chapter President, July 2012 – June 2013

### **Education**

#### **Cardinal Stritch University**

Master's in Business Administration

#### **University of Wisconsin-Whitewater**

*Bachelor of Arts Degree, Public Relations (major) and Human Resource Management (minor)*