



TRACI MILLER

REGISTERED DIETITIAN NUTRITIONIST

CONTACT



470.342.6814



tracimil@gmail.com



Sunrise Beach, TX



LinkedIn.com/in/workingforwellness

EDUCATION

BACHELORS WITH HONORS
NUTRITION
University of Texas at Austin
1989-1994

TECHNOLOGY EXPERTISE

- Quality Assurance
- Consumer + Healthcare Digital Dining Solutions
- Electronic Medical Records
- Communications + Recognition Apps
- Social Media/Intranet Communities
- Pulse Surveys
- Digital Signage
- Point-of-Sale
- Recipe & Nutrition Database

PROFESSIONAL PROFILE

With passion for living and teaching a healthy lifestyle, Traci Miller is a lifelong promoter of health and wellbeing that starts with nutrition. Throughout her career, she has championed the success of high performance teams, embracing Henry Ford's motto: "Whether you think you can or you think you can't - you're right!"

LEADERSHIP EXPERIENCE

CROSS-INDUSTRY EXPERIENCE

- Senior living communities
- Acute care hospitals + clinics
- Education
- Community wellness programs
- Wellness coaching

STRATEGIC LEADERSHIP

- Business turnarounds
- System P & L responsibility
- Kitchen design + build
- Wellness marketing
- Branding

NEW PROGRAM DEVELOPMENT

- Industry-leading program design
- Patient services and retail dining
- School nutrition program
- Performance measurement
- Performance improvement strategies

ADOPTION + CHANGE MANAGEMENT

- Program design + rollout
- Associate training programs
- Impact measurement
- Technology & innovation
- influencer
- (social+classic channels)

PASSIONS + PASTIMES



Mentor

- Elementary + HS
- College Preceptor



Speaker + Panelist

- State + National Associations
- Community + Corporate Groups



Volunteer

- Meals-on-Wheels
- Drowning Prevention
- Sunday School teacher



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NUTRITIONIST

CAREER HIGHLIGHTS

Opening team for 3 regional
healthcare companies

99% Medicare Nutrition Deficiency-free

95% engagement by cognitive health pilot
participants

88% of associates actively celebrated
National Nutrition Month as a wellness
community

THOUGHT LEADERSHIP

Senior Living Foresight Contributor

Leading Age Speaker

Alliance Innovations (K12) Contributor

Embodied Labs Collaboration

Farm-to-Table (K12) Program

BioPharma Collaboration

Cognitive Health Program Design

Whole Foods Partnership

Sustainability in Schools

Red Gold Collaboration

Nutrislice Contributor

EXPERIENCE

SENIOR DIRECTOR OF NUTRITION & WELLNESS | COMPASS GROUP MORRISON LIVING – 2018 TO NOV 2021

Led nationwide team of wellness experts; introduced collection of integrated brain fitness programs to improve cognitive health in all levels of care; oversaw regulation interpretation and response to COVID-19

- Provided expert guidance and regulation oversight to senior living clients nationwide
- Designed and launched new diet office software to increase resident safety and satisfaction while creating efficiencies through Webtrition integration
- Launched Wellness Champion initiative as a systematic approach to advancing associate and resident wellbeing
- Launched field use of recognition app to provide alert messaging and pulse survey capabilities to hourly associates (306 mindful eating tips shared in March; 321 "Rockstar RDN" shoutouts)
- Created virtual "mock" survey process for use during pandemic
- Launched new orientation and training initiatives to make them more effective and measurable
- Overhauled audit format and protocols for actionable data
- Served as pilot sector to migrate to Menu Works by Webtrition

DIRECTOR OF NUTRITION AND FOOD SERVICES | LAKE TRAVIS ISD 2011-2018

Led turnaround of system's school nutrition division to become a successful self-supporting business unit

- Responsible for ten schools and more than 70 team members
- Engineered over 500% improvement in financials
- Employed trend analysis and market testing in pursuit of continuous growth
- Strengthened customer loyalty through stakeholder engagement at all levels
- Revitalized department image with new branding and technology initiatives
- Introduced new products and services in collaboration with partners
- Deepened relationship with brokers, distributors and vendors
- Managed design of new kitchen and refurbishment of existing facilities
- Co-founded and chaired FitSmart Expo, an interactive health fair that attracted multi-generational engagement from more than annual 2,500 attendees

THE HOSPITAL AT WESTLAKE MEDICAL CENTER

MARKETING & PHYSICIAN RELATIONS DIRECTOR 2009-11
DIRECTOR OF NUTRITION SERVICES 2005-08

Led hospital launch of its new patient and retail nutrition programs; responsible for hospital marketing and advancing provider referrals and relationships

- Increased referrals by nurturing and developing new physician relationships
- Responsible for all aspects of marketing, including brand promotion through web, print and television marketing
- Designed custom branding for patient and retail nutrition programs
- Developed plan for hospital café and patient roomservice-style dining
- Launched hospital's first website
- Introduced dining services technology
- Hired, trained and managed team of 16

LEAD RENAL DIETITIAN | CAPITAL DIALYSIS 1998-2000; 2001-2005

Led renal nutrition for new treatment center through expansion to 5 clinics including development of policy, procedures, hiring and training renal dietitians; as well as education for clinic teams.

CHIEF CLINICAL DIETITIAN & PATIENT FOOD SVC. | ADMC 1995-1997

Led development of opening clinical nutrition and patient food service for new hospital, from temporary space to full-service operation.