

Milin Espino Director At-Large

EDUCATION

Masters in Business Administration (MBA)/Healthcare
Florida Atlantic University – 2009

Bachelors of Arts in Healthcare Administration/Minor in Business
Florida Atlantic University – 2003

Memorial Hospital West

Director of Customer Relations and Volunteer Services - 2004 to present

Oversee volunteer program consisting of 500 volunteers. As patient advocate, coordinate national customer satisfaction benchmarking program including service recovery and services to Hispanic customers. Assist in coordinating the patient-and-family-centered care initiatives and work with the Advisory Counsel. Serve as community liaison.

Memorial Healthcare System

Community Benefits Program Manager - 2002-2004

Surveyed residents and collected data for targeted list of social issues and “quality of life” projects. Lobby and empowered community leaders, Home Owner Associations and residents to accomplish community goals and tackle issues such as crime, unemployment, senior activities, youth issues, housing, and environmental issues. Coordinated diverse community partnerships to help enhance crime watch programs and implemented an anti-drug coalition for south Florida youth. Strengthened the partnership between the residents and the city officials/staff. Coordinated and supervised Memorial’s Summer Youth Employment Program providing 35 underprivileged youth between the ages of 14 – 18 with summer employment opportunities

Memorial Healthcare System

Community Relations Manager - 1998 - 2002

Coordinated various community health fairs providing free screenings, preventive education, vaccinations and physicals to uninsured residents of South Broward County.

Provided interactive and fun safety education for teenage moms as well as Shaken Baby Syndrome instruction to teenagers in local middle and high schools. Provided Triple-Touch instruction to women.

AWARDS/RECOGNITION

• Spirit of Excellence Award from the American Business Women’s Association 2005

This award honors individuals whose community spirit and dedication to their profession make Broward County a better place to live work and play by improving quality of life.

• Pinnacle Award – Miramar/Pembroke Pines Chamber of Commerce 2005

Award honors individuals for their professional careers, chamber involvement and community outreach.

• Hispanic Women of Distinction – 2006

Award is bestowed on Hispanic-American women who have had an impact on the south Florida community.

LEADERSHIP AND CIVIC ORGANIZATIONS/MEMBERSHIPS

- ASPIRA of Broward County Advisory Board, member since 2008
- City of Miramar Community Services Advisory Board, member since 2005
- American College of Healthcare Executives (ACHE), since 2002
- Rotary Club of Miramar member, since 2001 - (President 2003-2004)
- Broward County Latin Chamber of Commerce, member since 1999
- American Business Women’s Association (ABWA), member since 1999
- Miramar/Pembroke Pines Chamber of Commerce Leadership Class 27
- Hollywood Chamber of Commerce Leadership Class 13