

# Chelan MacMillan

Director of Client Services,  
HealthCare Service Excellence  
Conference Vice Chair



## AREAS OF EXPERTISE

- ✓ Client Relationship Management & Service Excellence
- ✓ Healthcare Training Operations & Program Delivery
- ✓ Healthcare Service Excellence Conference Leadership

## MISSION

Assisting Healthcare Organizations  
to Become the Employer and  
Provider of Choice

## VISION

Kindness Care Everywhere

## STATS



Hockey Mom



Romance Junkie

## ABOUT ME

Chelan is a collaborative training and development leader with more than 15 years of experience supporting healthcare organizations through Service Excellence initiatives, client relationship management, and training operations. As Director of Client Services, she works closely with clients and Implementation Specialists to customize materials, develop content, build strong client partnerships, and ensure the seamless delivery of programs and services.

In addition, Chelan serves as Vice Chair of the annual HealthCare Service Excellence Conference, supporting conference planning, speaker coordination, technical content development, and overall event execution to deliver an exceptional participant experience.

Chelan began her career at Custom Learning Systems in 2005, working in the Calgary office for three years before meeting her husband, Brian, and following him to his naval posting in Victoria, BC. In 2011, their son Mason was born, and a year later she resumed her work with CLS.