




**Millissa Ann Ross, BSN**

---

**DIRECTOR OF PATIENT SERVICES**

 134 Homer Ave, Cortland, NY 13045

Millissa Ross is a highly educated and accomplished BSN, RN. She obtained her Bachelor's Degree from Hartwick College, a liberal arts college in Oneonta, NY. In 2012 she graduated summa cum laude with a Master's Degree, in both Health Administration and Nursing - MSN/ MHA, from the University of Phoenix, AZ. For 16 years, Millissa Ann Ross has called Guthrie Cortland Medical Center (formerly Cortland Regional Medical Center (CRMC) home base. Millissa's began her career as a public health nurse for Cortland County Health Department. She has been promoted multiple times and taken on new and expanded leadership roles within Cortland Regional Medical Center. She became a Floor Nurse at Cortland Regional. After 4 years she became an RN Field Nurse until she was promoted to Field Supervisor. Again she took on increased responsibility and became the Director of Patient Services. In this home health care role, she was responsible for the overall delivery of patient care services and promoted the safety and well-being of patients in compliance with local, state, and federal regulations as well as the organizations policies and procedures and the Joint Commission Standards. She reported directly to the Chief Operating Office (COO) at Cortland Regional Medical Center. She has held numerous leadership roles and is a member of 'Leadership Cortland'. Leadership Cortland is designed to stimulate public-minded thought and energize a group of people who will add to the vitality of the Cortland community. The program is carefully organized and precise in its implementation. Nurse Ross participated in the Medicaid Accelerated eXchange (MAX) Series as a member of the Team for the Care Compass Network. The series has been an integral part of the strategy to directly support Performing Provider Systems (PPS) as they work toward successfully achieving Delivery System Reform Incentive Payment (DSRIP). She contributes to the H.E.R.O. Campaign: Healthcare Employees Reaching Out. The Foundation is proud of the Medical Center employees who give the best of their skills and compassion everyday. She also served as Secretary of farathon Parent Teacher Association where she volunteered and organized fundraisers. She lives in Marathon, NY.

**TOP REGISTERED NURSE**  
**in New York**

**EDUCATION:**

- Bachelor's Degree: Hartwick College
- Master's Degree: University of Phoenix