

Urgent Care Association of America



Joan M. Millian, RN, MHCM

Joan Millian started her career as a stay-at-home mom where she learned the valuable skills of multi-tasking, prioritizing, negotiating and dealing with the “difficult customer”. She became a nurse in 1994 and went on to earn her Masters in Health Care Management from Cambridge College. Before taking on her current role, Joan worked as an Emergency Department Nurse, Clinical Leader, Occupational Health Nurse and Emergency Preparedness Coordinator for Waltham Hospital.

Joan is currently the Operations Manager for the Waltham Urgent Care Center and Health At Work, an off-site department of Newton-Wellesley Hospital (NWH). NWH is part of the Partner's HealthCare System. Joan has received three Partner's In Excellence Awards and the Urgent Care Center has received two Organizational Excellence Awards for their performance in patient satisfaction. Joan currently chairs the Logistics Committee which organizes quarterly two-day Leadership Institutes for the management team of NWH.

Joan is a member of the Waltham Interagency Council, the Local Emergency Planning Committee and has served on the Mayor's Health Care Advisory Council. She is also a board member of the Rotary Club of Waltham and a board member of Neighbors Who Care, a non-profit organization serving the homebound elderly.

In her personal life Joan is an active member of her church. She facilitates a Women's Bible Study group and is a member of the Africa Missions Team. Inspired by UCAOA's keynote speaker, Janet Lapp, she participated in a medical mission to Malawi, Africa. She hopes to return this year to instruct volunteers of the World Relief Organization on basic health care and first aid skills. These volunteers provide services to people living with AIDS.

For fun, Joan enjoys spending time with her seven children and two and a half grandchildren. She keeps grounded by spending time with her girlfriends and relaxes by going deep sea fishing with Ned, her husband of thirty-two years, on their thirty-one foot Bertram.

Contact Information:

Joan M. Millian, RN
Operations Manager
Waltham Urgent Care Center & Health At Work
9 Hope Avenue
Waltham, MA 02453
617-243-5594
jmillian@partners.org