

Melissa Warden

Vice President of Clinical Operations, Phoenix Children's

Melissa Warden, Vice President of Clinical Operations at Phoenix Children's, is an accomplished healthcare leader with a broad knowledge of hospital operations and successful track record of achieving operational excellence within large healthcare systems. She is known for her collaborative leadership and patient centered approach to achieving service excellence, exceptional care delivery, and positive patient outcomes. Melissa began her career in nursing, serving as the Director of Nursing within two large health systems in Oklahoma City. She then went on to obtain her law degree and launched a flourishing private practice before returning to healthcare. She has since held positions in risk management, patient experience, process improvement, ancillary & support services, and regional operations. Throughout her career, Melissa has mentored and coached many individuals and teams focused on improving the patient experience. She is passionate about service excellence and integrating the voice of the customer into daily operations.

Melissa and her husband Brian reside in Chandler, Arizona with their three children Alyssa, Kai and Noah. Their 7-year-old special needs son, Noah, has a rare genetic neurologic disorder called Pelizaeus Merzbacher Disease. Noah's healthcare journey has sparked a greater desire for Melissa to invest in creating the best experience possible for patients and families.