

Hilary Wilson

DESIGN | STRATEGY | TRANSFORMATION

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[LinkedIn](#)

[Publications](#)

Summary

Behavioral Scientist with 15+ years of experience transforming organizations across the healthcare sector by decoding what makes patients, consumers, and employees tick. Track record of leading award-winning human-centered research and design initiatives across multiple sectors – from academic medicine to pharmaceuticals. Secured \$8+ million in grants in academic medicine; architected and launched new suite of patient engagement services that transformed a division at a leading consulting firm to “patient-centered research; and led projects with enterprise-wide impact at a Pharmaceutical company with 50,000+ employees. Experienced in managing teams up to 40 employees and known for fostering inclusive team cultures.

Education

PhD, MS University of Texas, Arlington, TX 2003-2007

Experimental Psychology

Focus: Behavioral Neuroscience | Measurement Science

BA, Cornell College, Mt. Vernon, IA 1996-1999

Core Competencies

- Research and Data Analysis
- Strategic Thinking & Problem-Solving
- Organizational Design
- Change Management
- Team Leadership & Talent Development
- Systems Thinker

Experience

Director, Strategy & Operations | Boehringer Ingelheim Feb 2022 – Current

- Chief of Staff to Head of Medicine and Medical Leadership Team - orchestrate critical organizational processes including strategic planning, budgeting, talent management, and communications, driving alignment across a complex, matrixed organization.
- Lead a diverse team of 40+ professionals that provide administrative, systems, and process support for 900+ Medicine employees. Examples of operational process support include formatting FDA regulatory documents, inspection and audit process, records management, and time off territory for field-based medicine staff. Foster inclusive culture, with net promoter score >70%.
- Design and lead culture and engagement initiatives, leveraging qualitative and quantitative research methodologies to gather employee insights to inform design, and foster engagement. Recent example: Designing and executing inaugural Medicine Week event for 900 employees to improve culture and connection across departments – and facilitate transformation and change management for new therapeutic area, asset-focused operating model.

- Participate in cross-functional team to design and implement transformation efforts and reorganizations – including most recently transforming the U.S. Clinical Development and Medical Affairs organization into a therapeutic area model, inclusive of Field-Based Medical.
- Spearhead cross-functional strategic initiatives to enhance organizational efficiency and effectiveness, including most recently optimizing ways of working among Medical Affairs Strategists, Clinical Development Leads, and Field-Based Medical Directors.
- Collaborate with Financial Controller and U.S. Medical Director to oversee annual operating budget, ensuring strategic resource allocation aligned with organizational priorities. Directly manage cost center of 1.2 Million annually.

Director, Patient Engagement | Boehringer Ingelheim

Sept 2018 – Jan 2022

- Pioneered systems-level approach to integrate patient experience data into asset-level strategies, enhancing end-user input in product design and development. Rapid program adoption by Global organization expanding from 1 pilot asset program to >40 asset programs within 2 years.
- Developed and implemented a comprehensive patient engagement framework, leading cross-functional training initiatives to build organizational capabilities and promote best practices across multiple teams.
- Established data-driven measurement program to evaluate impact of patient engagement activities, enabling strategic decision-making and demonstrating annual 30% increase in patient-centric initiatives over a 3-year period.
- Led cross-functional initiative to optimize the integration of patient insights into Clinical Development and Medical Affairs strategies.
- Fostered strategic partnerships with patient advocacy groups to improve patient experience and drive policy changes, particularly focusing on underserved communities. Key initiative: the Alzheimer's Disease Patient and Caregiver Engagement (AD-PACE) program.
- Founded and led cross-functional, Health Equity Collaborative, advancing the company's commitment to addressing representation of underrepresented groups in clinical research. Played foundational role in establishing health equity strategy in the U.S. and represented U.S. in Global effort to develop enterprise-wide Health Equity strategy.
- Co-authored publication with the Diversity & Inclusion Council, promoting inclusive practices in the life sciences industry and spearheading organizational change to create more inclusive development practices.
- Spearheaded development of a \$3 million strategic partnership proposal together with U.S. and Global More Health teams, approved by the Corporate Board of Managing Directors, to address gender and racial disparities in Chronic Kidney Disease screening and diagnosis.

Research Scientist at Leading Consulting Firm | Evidera

Jun 2012 – Aug 2018

- Directed between eight to twelve active health economics and outcomes research projects at any given time – responsible for client communication, client management.
- Managed complex, multi-stakeholder projects simultaneously, overseeing cross-functional teams of up to twelve members and consistently delivering high-impact results within tight deadlines.
- Developed and implemented mentorship program for junior staff, enhancing professional development and building organizational capabilities.
- Authored pioneering framework for patient engagement in clinical outcome assessment strategies, establishing industry-leading best practices and elevating the firm's position as a thought leader in patient-centered research.
- Spearheaded development and launch of innovative patient engagement client services, catalyzing the rebranding of "Outcomes Research" division to "Patient-Centered Research"
- Provided high-level management consulting to multiple top pharmaceutical companies, guiding enterprise-wide integration of patient insights and leading to measurable improvements in patient outcomes and satisfaction across client organization.

Assistant Professor | University of Washington School of Medicine

Aug 2010 – Jun 2012

- Secured over \$8 million in grant revenue in the final year, demonstrating ability to attract significant funding for strategic initiatives.
- Led and prioritized 8 concurrent research projects, managing cross-functional teams to deliver high-quality data analytic reports, abstract submissions, and reviewer responses within strict deadlines.
- Developed and implemented talent management strategies for research staff across 4 projects, including performance reviews and mentorship programs, resulting in improved job satisfaction and 100% retention of top talent.
- Partnered with executive leadership to shape the mission, scope, and long-term strategic vision of a novel integrated health initiative, aimed at improving access to evidence-based pain treatments through innovative research design and dissemination.
- Co-led implementation of a patient registry at the University of Washington Center for Pain Relief, facilitating data-driven patient care improvements and enabling comparative effectiveness research of analgesic treatments.

Recognitions

- **President's Individual Award**, Leadership in Health Equity, Boehringer Ingelheim, 2023
- **Acceleration**, Leadership development program for top talent, Boehringer Ingelheim, 2023
- **President's Team Award**, Patient Centricity, Boehringer Ingelheim, 2021
- **President's Team Award**, Excellence in Teamwork, Boehringer Ingelheim, 2020
- **President's Individual Award**, Patient Experience Assessment, Boehringer Ingelheim, 2020
- **Mindstein Award**, Recognizing innovation for development of new client services, Evidera 2014
- **Department Outstanding Research Project**, University of Washington, 2010
- **Department Outstanding Research Award**, University of Texas at Arlington, 2007
- **Vice President's Award for Outstanding Research**, University of Texas at Arlington, 2005

Publications

- Authored >100 articles published in peer reviewed journal, congress proceedings, and presentations across multiple therapeutic areas – including chronic and acute pain, immunology, dermatology, respiratory, and interstitial lung disease. Full list of publications available upon request.

Company Service

Diversity, Equity & Inclusion Business Council | Boehringer Ingelheim

Jan 2023 – Current

References

Thomas Seck, SVP

Head Global Regulatory Affairs

Thomas.Seck@boehringer-ingelheim.com

Previously supported in Chief of Staff capacity

Kelly Rotkewicz, ED

Head U.S. Sustainability

Kelly.Rotkewicz@boehringer-ingelheim.com

Key collaborator on cross-functional initiatives