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Director of Quality Management
West Houston Medical Center
Realtime Patient Satisfaction SystemSM
Improvement Team Facilitation
Management Scorecard

MS. DIANNE ALEMAN 954-202-4800
Chief Executive Officer
North Ridge Medical Center
Strategic Planning
Interim Management

MR. BILL ANDERSON 256-386-4550
President and Chief Executive Officer
Helen Keller Hospital
Hospital Goals and Performance Indicators
Leadership Excellence Survey
Leadership Development Coaching
Realtime Employee Satisfaction SystemSM

COLONEL BRODES HARTLEY 305-253-5100
Chief Executive Officer
Community Healthcare of South Florida
Leadership Styles Assessment
Leadership Development Workshops
Leadership Development Coaching
Time Mastery Workshops
Effective Communication Workshops
Stress Management Workshops
Performance Improvement Teams
Joint Commission Preparation
Realtime Employee Satisfaction SystemSM
Realtime Patient Satisfaction SystemSM

MR. JEFF HOLLAND 713-359-1001
Formerly Chief Executive Officer
West Houston Medical Center
Leadership Retreat
Realtime Patient Satisfaction SystemSM
Realtime Plus Patient Satisfaction SystemSM
Improvement Team Facilitation
Realtime Employee Satisfaction SystemSM
New Hire Selection System

professional references

MS. SILVIA BAENA 305-229-2442
Director of Quality Management
Kendall Medical Center
Statistics Educational Programs
Control Chart Educational Programs

MS. CINDY BOILY 239-939-8571
Chief Nursing Officer
Southwest Florida Regional Medical Center
Emergency Services Assessment

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Academic Advisor, School of Business
University of Miami
Mentor Behavioral Assessment
Mentor Leadership Coaching
Effective Mentoring Educational Program
Mentoring Team Coaching

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Chief Operating Officer
All About Staffing, Inc.
Educational Programs

MR. GUS GIL 305-598-4002
President
Latin Builders Association
Strategic Planning

DR. PERRY GOTSIS 239-263-8800
Formerly Executive Vice President, Medical Affairs
Naples Community Hospital
Realtime Physician Satisfaction SystemSM

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Managing Partner
Healthcare Appraisers, Inc.
Process Improvement
Strategic Planning
Employee Handbook

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President
Kirtland Financial Management
Marketing Plan
Client Satisfaction Survey

MR. STANLEY KOWLESSAR 305-871-5449
Formerly Production Manager
Aircraft Electric Motors
Leadership Styles Assessment
Leadership Development Workshops
Leadership Development Coaching
Role Definition

MS. LEIGH MASSENGILL 305-256-5104
Formerly Chief Administrative Officer
Jackson South Community Hospital
Leadership Retreat(s)
Realtime Patient Satisfaction SystemSM
Improvement Team Facilitation
Educational Programs
Leadership Development Coaching
Joint Commission Preparation
Realtime Physician Satisfaction SystemSM

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President and Medical Director
First-Med Primary Care Associates
Role Definition
Practice Process Improvement
Realtime Patient Satisfaction SystemSM

MS. GEORGIA MCLEAN 305-674-2121 Ext. 52630
Formerly Director of Human Resources
Jackson South Community Hospital
Leadership Styles Assessment
Leadership Development Workshops
Leadership Development Coaching
Customer Service Skills Workshops
Interviewing Workshops
Performance Management Workshops
Time Mastery Workshops
Effective Communication Workshops
Stress Management Workshops
New Hire Selection System
Hiring Process Improvement
Hiring Tracking Database
Realtime Employee Satisfaction SystemSM
Management Development Program

MS. REBECCA MICHAEL 256-386-4020
Director of Quality Management
Helen Keller Hospital
Statistical Process Control Training
Improvement Team Facilitation

MS. NOELIA MORENO 305-556-1520
Vice President of Administration
Moralmar Kitchen Cabinets
Organizational Assessment
Role Definition
Process Analysis
Process Improvement
Realtime Customer Satisfaction SystemSM

MS. KATHLEEN MORRIS 305-682-7119
Director of Quality Management
Aventura Hospital & Medical Center
Realtime Patient Satisfaction SystemSM
Process Analysis
Process Improvement
Special Auditing Projects

MR. DICK MUNDAY 305-476-6808
Division Manager
Caterpillar Global Mining
Global Mining Team Building
Role Definition
Behavioral Style Assessment
Goal and Project Tracking Database

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Chief Operating Officer
OakBend Medical Center
Emergency Services Process Improvement
Realtime Patient Satisfaction SystemSM
Operating Room Process Improvement

MR. TIM PAPPAS 305-371-3592
Co-Owner
The Keyes Company
Leadership Styles Assessment
Leadership Development Coaching
Role Definition
Performance Management System
Human Resources Policy and Practices
Realtime Customer Satisfaction SystemSM
Improvement Team Facilitation
Realtime Employee Satisfaction SystemSM

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System Director of Organizational Effectiveness
Cape Coral Hospital
Physician Educational Programs

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President
South Florida Hospital and Healthcare Association
Specialized Survey Projects
Professional Relationship

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Formerly Director of Human Resources
West Houston Medical Center
Leadership Retreat
Realtime Employee Satisfaction SystemSM
New Hire Selection System
Interviewing Workshops

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Chief Executive Officer
YMCA of Greater Miami
Strategic Planning

MR. BRIAN SETTLE 239-436-5373
Chief Human Resources Officer
Naples Community Hospital
Realtime Employee Satisfaction SystemSM
Leadership Style Education

MS. KAREN SHAFFER 305-256-5132
Director of Quality Management
Jackson South Community Hospital
Improvement Team Facilitation
Joint Commission Preparation

MR. JUDE TORCHIA 281-593-2195
Formerly Chief Executive Officer
Deering Hospital
Leadership Retreat(s)
Realtime Patient Satisfaction SystemSM
Improvement Team Facilitation
Educational Programs (Various)
Leadership Development Coaching
Realtime Employee Satisfaction SystemSM
Joint Commission Preparation

professional references

MS. LISA OLDS 772-463-2888
Executive Director
Martin County Healthy Start Coalition
Board of Directors Assessment
Leadership Retreat

MS. HOLLY WIEDMAN 305-579-1351
Executive Vice President
The Beacon Council
Annual Business Survey
Employee Satisfaction Survey
Staff Retreat