

Healthcare executives, operational excellence and breakthrough results



Healthcare organizations face a wide range of uncertainties. Among these are healthcare reform, system integration, health disparities and pay for performance.

Business as usual is unsustainable. Changing challenges require changing approaches, including new levels of collaboration between patients, families, clinicians and administrators. Leadership effectiveness, clear strategy and operational excellence are crucial.

Our innovative approach combines multi-dimensional service delivery to ensure you get the best outcomes, faster. For example, we develop your team's high-impact strategy as we help you develop leadership skills. As you improve your processes, your team learns the skills they will need to build your organization's capacity on a wider scale.

Every investment must make sense, and choosing the right team to achieve breakthrough results requires careful consideration. Our work routinely results in an ROI multiplier that far exceeds our fees.

Our team includes experienced clinician-executives and other consultants with a diversity of expertise capable of bringing you best practices from around the country and the world. We are on the Board of the Relational Coordination Research Collaborative at Brandeis University and partner with the University of Rochester Warner Center. These connections allow us to stay fresh and advance the practice of leadership development in academia, business and the community.

Talk to us. Put our experience to work for you as partners in your success. We are confident in the outcomes we can achieve together, and we guarantee results. If you'd like some examples, look on the other side.

Proven results

Client successes that we have supported include:

- **Patient and financial outcomes:** One hospital adopted a culture of relationship-centered care hospital wide. The result was low turnover, five years of financial performance ahead of budget, growth in market share and sustained high levels of quality and patient satisfaction.
- **Enhanced change agility.** Broad-based strategic planning coupled with leadership team building and development that enhanced the change agility and market positioning of a safety net provider.
- **Conflict resolution** and development of a sustained collective vision and identity for a medical group practice.
- **Award winning relationship building.** At one institution, cross-departmental and inter-institutional relationship building and visioning culminated in a successful application for an NIH Clinical and Translational Science Award.
- **Sustained med student satisfaction.** A large medical school transformed its educational culture. It enhanced the teaching of professionalism, resulting in a major sustained improvement in students' satisfaction with their educational experience.
- **Top state quality ranking.** An internal team at a large integrated delivery system learned facilitation and coaching skills to teach communication and teamwork skills to improve quality and safety. The result was a #1 statewide ranking in quality.

Who we are

The Healthcare Consultancy at McArdle Ramerman & Company offers a talented team of consultants with a rich combination of clinical healthcare experience; solid business backgrounds; and expertise in leadership, strategy and organizational excellence. We will collaborate with your leadership team to create a program that will enable you to create a relational culture, harnessing the full potential of your staff to achieve outstanding levels of performance. The lead consultants of our Healthcare Consultancy are Anthony Suchman and Jennifer Kaukeinen.

Anthony L. Suchman, MD, MA, FACP is a Senior Consultant at McArdle Ramerman & Company. He is a practicing physician and organizational consultant, and Clinical Professor of Medicine and Psychiatry at the University of Rochester.

Jennifer Kaukeinen, RN, BS, MS-HSA is a Senior Coach/ Consultant. In her senior management roles in a regional healthcare system, Jennifer led the transformation of a care provider culture from transactional to relationship-based approaches. The result was dramatically improved employee attitudes and engagement of critical teams for better patient outcomes. Patient satisfaction scores rose from single digits to nearly 80% over two years.

Reaching us

Please contact us at (585) 325-1210 or www.LeadershipRising.com/contact so we can begin the conversation. If you would like to know more about us as individuals, go to www.LeadershipRising.com/People.

