

Health Care Coaching/Consulting Services



The Kentucky Center for Performance Excellence Health Care Coaching/Consulting Services (KyCPE – HCS) helps Kentucky health care providers improve their operational and financial performance, create opportunities for innovation, and improve patient and workforce outcomes through customized, comprehensive consulting services based on the Baldrige Excellence Framework.

Six Step Coaching/Consulting Process

- Financial Benchmarking
- Operations Review
- Report of Findings and Recommendations
- Development of Prioritized Plan for Improvement
- Provide Professional Resources
- Tracking Journey to Success



Organizational Assessment

During the Financial Benchmarking and Operational Review, there may be seven Organizational Areas and ten Functional Areas evaluated (depending upon expressed needs)

- **Organizational Areas (based on the Baldrige Excellence Framework)**
 - Leadership, Strategy, Customers, Measurement / Analysis / Knowledge Management, Workforce, Operations, and Results
- **Functional Areas (Based on the Principles and Key Elements for Success)**
 - Workforce Engagement, Patient Satisfaction, CMS Reimbursement Drivers, Patient Outcomes, Facilities Management, Financial Processes, Food and Other Services for the Convenience of Patients and Staff, Finding-Onboarding-Retaining the Workforce, Technology, and Procurement.

Professional Coaches/Consultants

KyCPE has a network of professional consultants who have helped Businesses achieve success. Some of the areas in which they have worked successful with clients are as follows:



Organizational, Operational, and Financial Assessments
Strategic Plan Development, Implementation, and Management
Operational and Financial Improvements
Costs Analysis and Cost Reduction Strategies
Workforce Engagement and Retention
Business Process Alignment
Performance Turnarounds