

WHO WE ARE

We are Creative Health Care Management (CHCM). Health Care Consulting Since 1978, CHCM optimizes organizational excellence.

OUR MISSION

As the thought leaders of choice, we partner with health care organizations to optimize excellence through a relational approach that elevates leadership, strengthens governance, engages teams, and improves the patient experience.

OUR EXPERTISE

We help you create healing environments where employees are empowered to take ownership of their work, and patients and families feel held at the center of care. Our consultants help you leverage the power of nurturing key relationships: relationship with self, with colleagues, and with patients/families, resulting in everyday innovations and sustainable performance improvement.

Organizational Excellence

We cultivate shared ownership and a deep sense of purpose, so your people and your entire organization can attain extraordinary results.

Leadership Development

Our proven methods improve accountability and communication and offer new clarity that is as energizing for staff members as it is leaders.

Patient Experience and Quality

By improving relationships at all levels, your organization will create improvements that patients and families will easily understand and appreciate.

Team Member Engagement

Make a positive and lasting impact on both your teams and your patients. We can increase your staff satisfaction, cultivate a more positive approach to work, and help your team rediscover their passion for practice.

CHCM.com
800.728.7766

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WHY CHCM?

Increase ROI

Experience the significant cost savings resulting from lower nurse turnover and higher patient satisfaction scores. We saved one medical center over 6 million dollars in one year. Nurse turnover dropped from 21.5% to 13.5%, saving approximately \$1.64M, and agency staffing costs dropped from \$4.65M to \$0.

Increase Patient Satisfaction

When every process and structure is designed to advance the best possible experience for patients, families, and all who work in health care, satisfaction scores go up. One organization we work with saw patient satisfaction jump from the 7th to the 99th percentile in just three years.

Increase Employee Engagement

Rediscover meaning, purpose, connection, and a greater sense of optimism. Unify your team with a meaningful shared vision. A major academic health center saw employee engagement go up nearly 20% with CHCM.

Advance Your Culture

Build a culture of compassionate relationships and a commitment to quality to differentiate yourself in the competitive health care landscape. Organizations that partner with CHCM for comprehensive Magnet® journey support have a nearly 100% success rate.

