



**Caldwell Butler  
& Associates**



**Rich Gilbert**

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## **Rich Gilbert**

Rich is an expert in hospital and ambulatory operations as well as margin improvement for healthcare. Additionally, Rich has a strong record of success as a process improvement expert with an emphasis on the optimization of staffing. He has helped organizations across the country enhance their operating margin, increase productivity and patient throughput, and improve quality and service outcomes.

### **Extensive Healthcare Experience**

Rich has over 20 years of healthcare experience in guiding organizations and coaching leaders in effective management of the dynamic relationship between demand and capacity. He also brings knowledge and experience in such areas as Lean and Theory of Constraints as well as more traditional methods like operations research and process re-engineering to help organizations improve their results. Additionally, Rich is also knowledgeable in the fields of motivational theory and change management.

Prior to joining Caldwell Butler and Associates, Rich worked with healthcare organizations across the country, including large health systems such as the Banner Health, academic medical centers such as The University of Utah Hospitals & Clinics, performance improvement consulting firms such as Premier, Inc., and strategic service providers such as Sodexo. Over the last few years, he has maintained an independent consulting practice and worked extensively with Baldrige Award-winning and ACO pioneer Heartland Health in Missouri. He brings these experiences to bear in his role at Caldwell Butler & Associates to help clients achieve high levels of margin improvement.

Rich holds a B.S. in Industrial Management and an MBA from Clemson University (SC). He is also a member of the American College of Healthcare Executives.