



Caldwell Butler
& Associates



Chip Caldwell, FACHE
Chairman

800 Vine Street
Chattanooga, TN 37403
Phone: (423) 805-0175

www.CaldwellButler.com

Chip Caldwell, FACHE

Mr. Caldwell is the Chairman of Caldwell Butler & Associates, an innovative firm specializing in research-based methods to improve margin, throughput, and patient experience. His expertise includes the effective deployment of advanced methods to improve accountability, implementation, and speed of change by developing senior leaders and managers as change agents. Chip has been an innovator in leader development programs and developing Internet-based apps to achieve realtime accountability. In addition, he is a well published expert in applying methods such as Lean and Six Sigma to achieve CFO-validated improvement.

Thought-Leader in Healthcare Margin Improvement and Patient Experience

Chip is a thought leader in healthcare quality and performance improvement methodology. For the past twenty years he has served in national leadership positions in the quality community including the Baldrige Foundation Board Support Team, as well as, served as the healthcare representative on the U.S. Quality Council. His books are widely read by hospital board members, senior leaders, middle managers and health administration students. His more notable publications include:

- *What Top Performing Healthcare Organizations Know: 7 Proven Steps for Accelerating and Achieving Change*
- *Lean-Six Sigma for Healthcare: A Senior Leader Guide*
- *Medication Safety and Cost Recovery: A Four Step Approach for Executives* (co-authored by Charles Denham, MD)
- *The Handbook for Managing Change in Healthcare*
- *Mentoring Strategic Change in Healthcare: An Action Guide*

CEO-Level Experience in Healthcare

Chip brings extensive practical knowledge of hospital operations at the CEO level including:

- Faculty, American College of Healthcare Executives (ACHE) for 25 years.
- Senior Vice President, Premier
- Health Industry Executive, Juran Institute.
- President & CEO, HCA Atlanta Health System
- President & CEO, HCA West Paces Medical Center in Atlanta

Nationally Recognized Speaker

Chip is an internationally recognized speaker and keynotes many leading conferences, including serving on the faculty of the American College of Healthcare Executives (ACHE) providing three CEO-level courses for the past 25 years.