

# Transformational Change in Healthcare:



**Pamela M. Tripp, MEd, MSOM, and CEO of [CommWell Health](#)**, is a passionate healthcare culture expert, mentor, author, and speaker. Today, CommWell Health is a thriving healthcare organization receiving national recognition for service excellence and patient clinical outcomes. Since taking the reins 6 years ago, Pamela has lead CommWell Health to recover from debilitating debt and operational problems, to become a solvent, sustainable, award winning community health center system, offering medical, dental, behavioral health services among 15 office locations spanning 6 counties in southeastern North Carolina.

Pamela's upcoming book, *A Culture That Heals, A Culture That Kills: Saving the Life of Healthcare*

will be released in early 2016. In it, Pamela shares her discoveries from 20 years as a senior leader and culturist in healthcare, from proven research and hard-won insights to reframe today's healthcare organizations for transformational excellence.

Since transforming CommWell from a struggling organization to a culture of excellence, CommWell Health received Joint Commission certification as a Patient Centered Medical Home model, been awarded 29 national Service Excellence Awards for Best Practices and patient satisfaction scores, and has been recognized by the Health Resources and Services Administration (HRSA) Ryan White HIV/AIDS program for patient clinical outcomes. Likewise, the CommWell Health Dental Program received the Leadership Excellence Award through Dental Quest.

CommWell is a member of the Accountable Care Organization - Health Choice Care Medicare Shared Savings Program - which ranked recently in the top 25% of ACO's nationally in receiving reimbursements based on care outcomes.

In the ACA environment, Pamela brings enlightenment and innovation to the healthcare industry through reframing its culture and using its greatest asset, the healthcare staff, providers and leaders.

Pamela presently serves on Health Choice Network national board, a network of 38 Community Health Centers nationwide. She was awarded the first Presidential Founders award from Custom Learning of Canada for exemplary leadership in Healthcare. She is a member of the American College of Healthcare Executives and earned VIP status in the National Association of Professional Women. She is founder of the Johnston Community College "Women In Leadership" Endowment.

Certified by leadership expert John C. Maxwell, Pamela has had extensive training and experience developing the leadership within her own organization and every one she has touched. Learn more about Pamela at [www.PamelaTripp.com](http://www.PamelaTripp.com) and follow her on social media for ongoing insights and encouragement from the frontlines of healthcare transformation in the United States of America.

## Popular Presentation Topics:

- ⇒ After the ACA: Redefining Healthcare in America
- ⇒ Intentional Leadership in Healthcare
- ⇒ Cultivating Excellence in Healthcare
- ⇒ Who, What, Where, and How of Healthcare Transformation
- ⇒ Show Me the Money! How our Values are reflected in the Bottom Line.
- ⇒ Five Steps to Drive Excellence.
- ⇒ Putting Hope back in Healthcare for Workers
- ⇒ How to Influence and Lead regardless of Position
- ⇒ Breaking Free From Traditional Healthcare Delivery
- ⇒ Cornerstones of Excellence: Culture, Quality, Finance and Governance
- ⇒ A Culture That Heals and a Culture That Kills
- ⇒ Life After the Death of Healthcare as We Know It
- ⇒ Leveraging Your Competitive Advantage in Healthcare
- ⇒ Overcoming Barriers to Healthcare Innovation
- ⇒ PCH2—The Patient Centered Health Home
- ⇒ Rebuilding Trust in America's Healthcare System

Contact Pamela to request a presentation customized for your organization, or to see an expanded list of available trainings and keynotes.



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