



## KAIDEN HEALTHCARE MANAGEMENT, LLC

[Home](#) [About Us](#) [Our Services](#) [Our Team](#) [Tools & Methods](#) [Resources](#)

### Network Members

Our network of professionals will collaborate with your organization to achieve excellent business results. The breadth and depth of their experience assures that your organization's needs will be matched with appropriate expertise.

- ◆ Our Approach
- ◆ Network Members
- ◆ Our Projects
- ◆ Contact Us

 [Print this page.](#)

"The significant problems we have cannot be solved at the same level of thinking with which we created them."

Albert Einstein

#### **Susan A. Kaiden, MBA, SSBB**

##### **President, Kaiden Healthcare Management, LLC**

**Expertise:** Process improvement, patient satisfaction, planning & new business development, Six Sigma, team facilitation, Malcolm Baldrige, public data on quality  
**Where:** Hospitals, home health, non-profit, public-private partnerships

#### **Tom Casey, MBA, CMC, CCP, Business Consulting Services, Inc.**

**Expertise:** Performance improvement, strategic technology planning & analysis, knowledge management, information technology planning and implementation  
**Where:** Government agencies, service industries, health care, non-profit

#### **Natalie G. Coleman, BS, Natalie Coleman & Associates**

**Expertise:** Sales & marketing, organizational development, strategic planning, operational analyses, workflow redesign, market research, feasibility studies  
**Where:** Hospitals, long term care, home health, non-profits, for medical suppliers

#### **Thomas DeFosse, MBA, SSBB**

**Expertise:** Marketing and process improvement for diagnostic medicine, scientific equipment and clinical research companies; Six Sigma training  
**Where:** Medical suppliers, physician groups, hospitals, managed care

#### **Nancy McGlaughlin, MSN, Certified Legal Nurse Consultant**

**Expertise:** Quality improvement, medical malpractice risk management and training, nursing management and education, staff development  
**Where:** Physician group practices, hospitals, rehabilitation, critical care

#### **Mary Payne, MBA, MSW, NHA, Payne & Associates**

**Expertise:** Aging, strategic planning, operational analysis, governance retreats  
**Where:** Long-term care and CCRC's, hospitals, medical schools, home health, social service agencies, drug and alcohol providers

#### **Molly Raphael, BS, MSN, Health Policy & Strategic Planning**

**Expertise:** Health policy, strategic planning, regulatory, managed care, compliance, patient safety, performance measurement, external relations to government agencies  
**Where:** Government agencies, public health, hospitals, associations

**Dana Riker, President, Solutions for Your Success, Inc.**

**Expertise:** Team building, leadership development, improving interpersonal & communication skills, customer service training, building employee engagement  
**Where:** Service and manufacturing industries, health care, education, non-profit

**Robert Bitner, Principal, Robert Bitner Training & Consulting**

**Expertise:** Operations and business process improvement, Malcolm Baldrige Quality Award assessment, training and planning, customer-focused management  
**Where:** Manufacturing and service industries

**Carol Staubach, BA, MPH, CA Staubach Associates**

**Expertise:** Employee health and wellness, risk management, facilitation of community based teams, health education with long term health and cost reduction benefits  
**Where:** Manufacturing and service industries, community health, vocational rehab

**Skip Torresson, President, The Stewardship Group**

**Expertise:** Servant leadership, executive coach, board development, strategic planning, integrating business practices with non-profit mission, one page business plan  
**Where:** Non-profit, education, for-profit technology firms, health care organizations

**Jack Hartke, PhD, Executive & Personal Coach**

**Expertise:** Clinical psychology, emotional intelligence, positive psychology, listening skills, team building, Six Advisors™ coaching method  
**Where:** Health care, non-profit, pharmaceutical, insurance and finance