



Caldwell Butler
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Bruce Blohm, Managing Principle, Research and Assessment

Bruce Blohm helps senior leaders implement proven methods to assess, organize, and maximize their organization's performance improvement and capacity for change, to achieve strategic results in terms of quality and cost.

He is managing principle, research and assessment at Caldwell Butler and Associates (CBA) and helps healthcare organizations achieve quantum improvements in quality and financial performance. Bruce has a 25-year background in business operations and information systems, coupled with healthcare performance improvement. His research and experience spans disciplines of assessment, change management, workflow, lean operations, human factors engineering, IT innovation, organizational development and training.

Bruce advises senior teams in community hospitals, integrated delivery networks, critical access, and academic health systems. He holds a Lean Healthcare certification from Belmont University's Massey Graduate School; a Bachelor of Science in Business Administration from the Univ. of TN, and several healthcare internships. He continues multi-year volunteer engagements in a 350 bed acute hospital setting and for a regional hospice organization.

CBA's research based methods helps senior teams achieve tangible results, by developing a strategic view of quality, evaluating effectiveness of current efforts, and establishing a common vision for the next phase of their programs. CBA helps senior leaders drive rapid implementation across the organization; with proven change models, strong accountability structures and real time systems to track results. Key attributes in the approach include:

- **Improving efficiency in hospital operations**
- **Linking quality to strategy and financial outcomes and margin improvement**
- **Using advanced quality methods**
- **Building strong accountability systems and models for change**
- **Creating structures that promote inter-disciplinary team collaboration**
- **Clarifying the non-delegable roles of senior leaders**
- **Building internal capabilities**
- **Achieving and sustaining tangible results and ROI**

Prior to joining Caldwell Butler and Associates, Bruce led business development within Intuit's New Business Initiatives organization, market development for Supply Chain collaboration software maker afterBOT, and had an extensive career at NCR Corporation consulting with large corporate clients on solutions to drive business efficiency and improve customer outcomes through performance improvement, technological innovation, and organizational process. Bruce's professional affiliations include ACHE, AHIMA, HIMSS, MGMA, and he is currently chapter board member of Chattanooga Area ASTD.