



Caldwell Butler
& Associates



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Nancy Poston

Nancy specializes in operations, lean waste, and growth initiatives for Caldwell Butler. During Nancy's 25+ year career, she served as Senior Vice President responsible for numerous operational departments and all aspects of marketing, sales, promotion, and growth strategies at a nationally recognized academic medical system comprised of five hospitals, physician offices, occupational medicine, call center, and University of Tennessee Medical School research. She brings proven skills in hospital operations, P&L management, strategic development, patient/customer satisfaction, and growth initiatives including a nationally acclaimed call center and outreach function.

Nancy combines these unique skills and experiences in developing effective and practical solutions for our healthcare clients.

- Experienced Executive Leader and Coach
- Knowledgeable in hospital operations
- Operational insights into process redesign and manager coaching
- Knowledgeable regarding leading patient, physician, and community satisfaction/loyalty tactics
- Experience in Academic Medical Centers

Experienced executive and manager coach

Prior to joining Caldwell Butler & Associates, Nancy served as SVP, Erlanger Medical Center, and VP, Marketing and Business Development, Hutcheson Medical Center. She is credentialed as a Fellow of the American College of Healthcare Executives, received a Bachelor of Science Degree in Business Administration from Covenant College. She also possesses a Long Term Care Administrator license.