



Courtemanche & Associates Welcomes Darlene Christiansen As Vice President of Synergy Enhancement

February 9, 2009 (Charlotte, NC) – Courtemanche & Associates Healthcare Synergists (C&A), the accreditation and regulatory compliance consulting firm headquartered in Charlotte, North Carolina, announced the appointment of Darlene Christiansen, RN, MBA, as Vice President of Synergy Enhancement. In this role, Ms. Christiansen will work with healthcare organization leadership to maximize clinical and operational synergy using evaluative approaches and innovations in systems improvement. “Driving ethical decision-making for dynamic change strengthens organizational leadership through challenging times with effective mission-based actions. My doctoral studies in ethical leadership have laid the foundation for my work in Synergy Development. By enhancing synergy, organization vision and values become clearly defined and effective interdisciplinary relationships develop between all levels of staff,” said Christiansen.

Synergy Enhancement assists organizations in maximizing goals related to improving patient safety and care measures, achieving regulatory and accreditation compliance excellence, and exceeding financial performance targets. Christiansen will lend her expertise to the further development of synergistic leadership approaches such as Care Enhancement, a proven approach to enhance organizational performance through internal coaching and peer mentoring techniques. Her current research in Ethical Leadership strategies increases the body of knowledge to facilitate and create highly reliable mission-grounded organizations. “Darlene is a respected colleague, and we are delighted that she has joined C&A to share her knowledge on ethical leadership and cultivating change to strengthen organizational performance,” said Judy Courtemanche, President and CEO of Courtemanche & Associates. Through partnership with senior leadership, Christiansen will develop, coach and mentor internal experts and care coaches to catalyze change at the operational level and support leadership throughout the organization.

Prior to joining C&A, Ms. Christiansen served as Executive Director of Accreditation and Certification Services for The Joint Commission, Oakbrook Terrace, IL. In that role, Ms. Christiansen served on key committees with internal staff and external customers for the TJC Standards Improvement Initiative and supported accredited organizations and those seeking accreditation in the pre-survey, intra-survey, and post-survey processes. With more than 35 years of nursing, medical, healthcare management and regulatory leadership experience, Ms. Christiansen is a strong patient and healthcare advocate for enhancing healthcare through weaving regulatory compliance into an organization’s culture.

Before joining TJC, she held various leadership, development, and consulting positions in administration and operations as well as clinical and nursing leadership positions in hospitals, rehabilitation, sub-acute care, and long-term care. Ms. Christiansen holds membership in the American College of Healthcare Executives (ACHE),



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the National Association for Healthcare Quality (NAHQ), and the American College of Health Care Administrators (ACHCA). Ms. Christiansen is currently enrolled in a doctoral program at Olivet Nazarene University with its focus in ethical leadership.

Courtemanche & Associates Healthcare Synergists help leaders of hospitals and healthcare facilities meet regulatory requirements, reduce risks to patients, and improve organizational performance. We make it easy for you to assess, plan, implement, and evaluate systems and processes that will help you increase revenue, reduce costs and improve productivity for your organization.

For more information, please visit our Web site at www.courtemanche-assocs.com or contact Laura Rabell at (704) 573-4535 or laura@courtemanche-assocs.com.

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