



Concordant
Healthcare Solutions, Inc.

EXECUTIVE CAPABILITY STATEMENT

Human-Centered Leadership.
Measurable Performance. Lasting Impact.

DUNS: 962488792 CAGE: 7C805

NAICS Codes: 541611, 541613, 541614, 541642, 611430

www.concordanthealth.com



We develop leaders
Strengthen cultures
Improve performance
Transform communities



Company Overview

Powered by our proprietary Performance Driven Diversity Professional Model (PDDP™), Concordant Healthcare Solutions, Inc. helps organizations strengthen human-centered leadership competencies, diverse workforce engagement, best-in-market innovation, patient and employee health equity, and value-based performance using evidence-guided transformation strategies. Our Solutions drive measurable improvements in Star Ratings, Net Promoter Scores, operational KPIs and organizational competitiveness.



Who We Help

- ✓ Healthcare Delivery Systems
- ✓ Community Health Centers
- ✓ Government & Public Agencies
- ✓ Workforce Development Organizations
- ✓ Higher Education & Academic Agencies
- ✓ Human Resource Agencies
- ✓ Customer and Patient Experience Agencies

CORE CAPABILITIES



HUMAN-CENTERED LEADERSHIP DEVELOPMENT

Building leadership competencies that drive stakeholder engagement, inclusion and best-in-market performance



OPERATIONALIZE VOICE OF THE STAKEHOLDERS

Building evidence-based strategies to improve best-in-market patient, employee or customer experience scores for a competitive advantage.



HUMAN-CENTERED CARE

Developing strategies to maximize patient and employee healthcare experience with providers and systems to reduce cost, disparities and improve clinical outcomes.



DATA ANALYTICS & INSTRUCTIONAL DESIGN SOLUTIONS

Using data-driven insights and adult learning principles to design and deliver customized behavior and performance driven learning for diverse organizations



PERFORMANCE-DRIVEN DIVERSITY

Designing strategies and learning to transform from compliance only diversity to performance driven diversity for best-in-market performance



HUMAN-CENTERED CULTURE

Helping diverse organizations create an environment that prioritizes the health, well-being, and growth of its employees, treating them as whole people rather than just resources

STRATEGIC CLIENT EXPERIENCE



Credentials and Certifications



KEY DIFFERENTIATORS

- ✓ 25 years of creating human-centered learning aligned to best-in-market performance
- ✓ 15 years professional and certified academic course design experience
- ✓ Certified Professionals in Healthcare Quality and Patient Experience
- ✓ CMS Star Ratings & Value Based Performance Expertise
- ✓ 40 years clinical experience in diverse and marginalized communities
- ✓ Proprietary Performance Driven Diversity Professional platform to enhance innovation, creativity and competitiveness
- ✓ 15 years collecting, analyzing and reporting patient and customer experience data
- ✓ 40 years enhancing culturally competent leadership skills for diverse organizations serving diverse customers

CLIENT TESTIMONIAL

“ Dear Dr. Young and Team: On behalf of the team. Thank you for your knowledge, humor, and transparency and for leading us to move the culture of FHC forward. ”

Chief Medical Officer

LET'S US HELP YOU TRANSFORM YOUR CULTURE TO DELIVER BEST-IN-MARKET PERFORMANCE

888.406.8287



Request an Executive Briefing