



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.

CORE CAPABILITIES



HUMAN-CENTERED LEADERSHIP DEVELOPMENT

Building leadership competencies that drive stakeholder engagement, inclusion and measurable performance



DATA ANALYTICS & INSTRUCTIONAL DESIGN SOLUTIONS

Using data-driven insights and adult learning principles to design and deliver customized solutions that drive measurable results



OPERATIONALIZE VOICE OF THE STAKEHOLDERS

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



PERFORMANCE-DRIVEN DIVERSITY

Designing strategies and learning to transform from compliance only diversity to performance driven diversity.



HUMAN-CENTERED CARE

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



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



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

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