



Charles Hagood, DSc

PRESIDENT, STRATEGIC CONSULTING

Charles Hagood, DSc, MBA has overseen the introduction and implementation of improvement systems, quality and process improvement initiatives, transformations, and system design activities in numerous healthcare organizations including some of the largest non-profit hospitals, national systems, small critical access hospitals, clinics, physician practices, and large for-profit systems in the US and EU. He has led organizations and teams in the design and implementation of new and efficient service lines in various hospital, outpatient and non-acute health care organizations. Additionally, Charles has also overseen the application of improvement methodologies into the planning, design, and construction phases of a wide range of clinical and hospital renovation and construction projects.

Charles is a co-author of the Shingo Prize winning book for Research and Publication, "Lean-Led Hospital Design: Creating the Efficient Hospital of the Future" and has published various articles on the topics of innovation, Lean, process and performance improvement, and quality.

Charles was the founder and former CEO of Healthcare Performance Partners (HPP), which is one of the largest healthcare focused process design and Lean consulting firms in the U.S. Charles was also a founding principal and past CEO of The Access Group, LLC

(TAG), an international engineering and manufacturing consulting firm, and a co-founder of TAG Design Services, LLC, an Architectural and Facilities Design firm, both headquartered in Nashville, Tenn. Charles also serves as a faculty member of the Disruption Lab for Innovation in the Nashville area, which leads and develops strategies and methods for growing various technology, product, and service organizations in the health care industry.

Charles received his Doctorate in Health Services and Administration degree from the University of Alabama in Birmingham. Charles' doctoral research examines the relationship of process improvement methodologies and their impact upon patient satisfaction scores in acute care hospitals. He received his MBA from Belmont University's Massey School of Business and completed the University of Tennessee's Maintenance and Reliability Engineering Graduate program to supplement his degrees in Industrial and Mechanical Engineering Technology. Charles is also a Six-Sigma Black Belt. Charles is the founding faculty member of the Belmont University Lean Healthcare Certificate Program in Nashville and founding editor of the LeanHealthcareExchange.com newsletter. Charles was voted a "Healthcare Hero" by the Nashville Business Journal in 2013.