

Chris Calderone, MA, MBA - Founder, President

Chris has over 18 years' of experience in healthcare primarily in HME, homecare, ambulatory care, and home infusion sectors in the areas of leadership, operations, process and performance improvement, strategic planning, project management, and change management.

Chris spent 13 years at the University of Michigan Health System as a Quality Improvement Project Manager and Lean (process improvement) Coach. Chris was responsible for implementing performance improvement and lean process improvement techniques and concepts throughout within the homecare services department.

His performance improvement work focused on workflow optimization, process re-design, space utilization, error reductions, information flow, leadership development, and patient satisfaction.

He holds a master of business administration degree and he also holds a master's degree in organizational management.

He is the founder and president of the Lean Healthcare Consulting Group LLC, which provides lean training and lean process improvement consulting services to various healthcare providers – focusing on the HME and homecare sectors.

Chris designs and delivers consulting and training in the following practice areas: talent management, leadership training and development, strategic planning, project management, staff training and development, branding and marketing, margin management, and HME/Homecare front-line leader training.

Chris can be reached at chrisc@leanhomecare.com

Kevin May, MA, RRT - Vice President for Client Engagement

Kevin is Vice President of Client Engagement for the Lean Homecare Consulting Group, LLC, a healthcare consultancy firm that focuses on HME providers and home health care providers.

Kevin specializes in workflow optimization, process improvement, workflow design, performance management, performance improvement tactics, and general operations for healthcare providers – including home care agencies, nursing homes, clinics, and home medical equipment providers.

Kevin is registered respiratory therapist - and started his career in home care in 1988. Kevin spent over 12 years at the University of Michigan's Home Care division. He is currently the Manager of Respiratory Care and EKG Services for a large, community-based health system in Michigan.

Kevin holds a B.S. in healthcare management from the University of Phoenix and he also has a Master's degree in organizational management from Spring Arbor University. Kevin is known for his special expertise in HME clinical respiratory services, home health, hospice, home medical equipment distribution operations, and home medical equipment operations.

Kevin designs and delivers consulting and training in the following practice areas: talent management, leadership training and development, strategic planning, project management, staff training and development, branding and marketing, margin management, and HME/Homecare front-line leader training.

Kevin can be reached at kevinmay@leanhomecare.com

Kristen Farmer, BSN, MA, RN - Senior Consultant

Kristen is a senior consultant and performance improvement coach with the Lean Healthcare Consulting Group, LLC. Kristen specializes in process improvement, clinical quality improvement, workflow redesign, leadership development, change management, and staff/leadership development.

Kristen has extensive experience in a variety of care settings including both acute care settings and post-acute care settings. Kristen has deep experience in both teaching and applying lean thinking techniques and concepts including process mapping, waste identification, 5S, and workflow optimization techniques.

Kristen is a registered nurse and has worked as an Emergency Room Nurse for 11 years before moving into quality improvement. She has a B.A. from Oakland University, a B.S.N. from the University of Detroit Mercy, and an M.A. from the University of Michigan.

Kristen provides expert consulting services across the care continuum with a special focus on the HME and home health care sectors.

Kristen can be reached at kristenf@leanhomecare.com