

ORGANIZATIONAL DEVELOPMENT, ASSESSMENT, AND WORKSHOP PROGRAMS

Dishnow & Associates

PO Box 582
Iron Mountain, MI 49801-1215
Phone: 906.250.2336
Email: jdishnow@up.net

Norma Sparso, BSN, MAS, MBA, Ph.D

Achievement Associates specializes in consulting services for the healthcare industry. In this healthcare era of declining margins, decreased hospital utilization, increased competition and consolidation, quality is survival: customer satisfaction, profit, productivity and market share. Like any industry, quality improvement in health care applies the principles of organizational leadership to improve operations and performance.

Achievement Associates specializes in results oriented, comprehensive assessment of employees, systems, supports and processes within the organization to achieve positive, continuous improvement results.

The following services are tailored to benefit individual client needs with specific emphasis on the development of behaviors, skills and goal planning necessary for success:

Organizational Development

- Strategic Planning
- Quality Measurements-tracking, measuring and reporting systems
- Managing the Transformation to CQI
- Facilitating Process Improvement Teams

Assessment

- Compliance to JCAHO Standards-mock surveys
- Customer Satisfaction surveys
- Training needs analysis
- Management Systems

Workshop Programs

- TQM/CQI-Putting Theory into Practice
- The Power of Teambuilding
- Statistical Process Control: Advanced Tools and Statistical Theory
- Measuring, Assessing and Improving Competency
- Customer Service
- Strategic Planning Process

Norma Sparso founded the company in 1989. With over twenty years experience in hospital management, Dr. Sparso has been associated with several hospitals at a senior management level. She has also been a Nursing Field Representative with the Joint Commission on Accreditation of Healthcare Organizations.