



We learned long ago that clients want strong trust relationships and continuity with those whom they invite into their organizations. At PIR the people from whom you purchase the work with also be the ones who do the work.

Since 2004 PIRHealthcare has assisted large integrated healthsystems, hospitals and physician groups in a variety of ways. Such as:

- Conducting organizational assessments using the Baldrige criteria for Performance Excellence
- Written applications for the Malcolm Baldrige National Quality Award and various state award programs
- Facilitating strategic planning processes
- Quality and Research Compliance
- Interim management of distressed physician practices
- Advised executive teams in developing and implementing of complaint management systems, hospitalist programs, physician recruitment and retention programs, dashboard development and quality and performance improvement approaches including LEAN, Six-Sigma, FOCUS-PDCA and Customer Inspired Quality™

PIR's founder and CEO, Steve Rallison, was greatly influenced as a young hospital CEO after spending a week with Dr. W. Edwards Deming. "The time with Dr. Deming, forever changed my view of leadership and how to lead change in organizations. Instead of blaming people for failures look at the processes, focus on customers, their needs, and continually improve by measuring and engaging the workforce."