

profile



Cristal Totterman, PharmD.

Manager, Performance Excellence

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SUMMARY

Cristal Totterman, PharmD., is a clinician passionate about changing the paradigms of how healthcare is delivered to patients and communities today. Currently, she functions as the internal SME and coach for Lean transformation at Martin Health Systems. She works closely with a wide array of stakeholders including executive leadership, physicians, support stakeholders to front line associates, helping develop people and process capability to increase performance. Her leadership belief and practice centers around continuous self improvement to better serve the team she leads. Her professional goal is to help transform healthcare delivery systems to maximize value delivery to patients and communities.

BIO

Cristal has worked in healthcare for 7 years as a clinician and lean practitioner. In her current role as Manager of Performance Excellence at Martin Health System (MHS) she develops and helps implement MHS' management system anchored in Lean thinking and practice. She serves as a senior internal coach for Lean principles and practice to leadership, front line associates, and novice Performance Excellence team members.

BUSINESS PHILOSOPHY

Through belief in continuous learning, relentless reflection, and deep problem solving we have the power to change the paradigms of healthcare delivery as we know it today.