

Kathleen Jennison Goonan, MD

Dr. Goonan directs the Massachusetts General Hospital Center for Performance Excellence. Kate has twenty years experience as a physician executive and ten years clinical practice experience as a board certified internist.

She worked as a senior executive with diverse delivery and managed care organizations throughout Massachusetts. Kate has consulted for the Juran Institute and independently throughout the United States since 1988, supporting health care leaders building high performance organizations.

Kate served on the nine member Panel of Judges for the Malcolm Baldrige National Quality Award (2000-02). She now serves as Judge for the Massachusetts Excellence Award, the AHA McKesson Quality Award and previously for the JCAHO Codman Award.

Dr. Goonan is former Senior Vice President of the Institute for Healthcare Improvement (IHI) where she managed strategic partnerships and developed the IHI approach to workforce engagement. She also served as Senior Vice President/Chief Medical Officer of Blue Cross Blue Shield of Massachusetts overseeing all medical management and quality operations (300 employees), and Vice President of Quality for UMASS Memorial Health Care, a five hospital, 900 bed hospital system.

Kate was a faculty member for the Leadership Development Program for Physicians from Academic Health Centers at the Harvard School of Public Health (1996 - 2007), Member of the Board of Directors, Mass PRO (1998 - 2006), and Assistant Professor of Medicine at University of Massachusetts Medical School and Instructor at Harvard Medical School.

Dr. Goonan speaks nationally on topics related to high performance organizations, leadership, strategic planning, and organizational culture change.

Dr. Goonan's recent book has been internationally recognized - Journey to Excellence: How the Baldrige Healthcare Leaders Succeed, published by ASQ Quality Press 2008. Dr. Goonan and the CPE team of experts conducted an in-depth study of *how* these organizations transformed themselves from good to great. The book details successful strategies for using Baldrige as a roadmap for change.