

About Jaime

Jaime is a highly motivated person who loves to make a difference for people in healthcare. Combining her skills as a coach, leader and systems thinker, Jaime shares with her customers the “how to” of getting tasks completed.



Professional Experience

Jaime has worked across finance, telecommunications and healthcare industries in customer service, systems and finance roles. Jaime has been an internal Studer Coach for a large healthcare provider and during that time coached managers in a patient-centred change management system, provided ongoing coaching to managers using the Evidence-Based LeadershipSM framework, assisted managers with goals and action plan development, and facilitated and coordinated training sessions for teams. Combining this with her extensive financial and applications software understanding, Jaime has the expertise necessary to efficiently and effectively hardwire Studer Group tools and tactics. This is seen in her skill of using the Leader Evaluation Manager® and Validation Matrix™ software, both of which accelerate alignment and accountability for organisations and ensure compliance to key process and behaviour measures. Additionally, Jaime currently serves as the coach specialist for Studer Group’s electronic rounding tool, MyRounding®, and the Must Haves® tactic of Rounding for Outcomes. Jaime is an engaging leader who drives activities to completion. She is skilled at working with people and in teams and is instrumental in assisting Studer Group’s partners to fulfil their objectives.

Signature Engagements

- Deployment and coaching of alignment and accountability systems across multiple small and large healthcare organisations
- Coaching and support of staff and managers to drive improvements in the delivery of frontline services
- Living Values Coach for Uniting Health Care supporting the Linen Service to achieve the Studer Group Organisation of Distinction Award in 2014

Education and Certifications

- Mastering Resilience
- Leader as Coach
- Leading and Inspiring Change
- Leading with Emotional Intelligence
- 5 Dysfunctions of a Team
- Cert IV Integrated Training in Communication
- Cert IV in Training and Education

Professional Associations

- Member, Australasian College of Health Service Management