



## Rock Patterson, Operation Consultant

### Education

West Coast Christian College  
BA Theology

Certified Lean North Carolina State

Certified Dietary Manager

### Experience

Rock is an operations consultant for Ruck-Shockey Associates, Inc., an S-Corporation formed in 1997. He has over 20 years of healthcare experience from Florida to California, including high volume, room service programs, multi-department management and growth of retail sales.

A proven leadership coach and trainer certified in Lean processes and process improvement.

Rock is a “hands on” leader with experience in Lean process improvement in purchasing, staff efficiencies as well as customer service. As a former basketball coach, Rock understands and teaches staff and leaders the importance of team and he incorporates a positive Lean methodology.

Staff development and engagement are Rock’s strongest management skill. His ability to engage staff have led to success in Press Ganey outcomes, significant cost reductions and retail growth. One staff engagement opportunity went from 15% to 72%.

### Selected Project Experience

HCA  
North & West Florida

Adventist Health  
Bakersfield, CA

Morrison Healthcare  
Atlanta, GA

Cheyenne Regional Medical Ctr.  
Cheyenne, WY