

Kayla M. Cole

Current Position and Company. Kayla M. Cole is a passionate lean coach within Inova Health System's strategic deployment and process improvement department in the Washington metropolitan area. She is responsible for applying lean six-sigma principles while leading improvement initiatives at her organization. Kayla also works toward creating a culture of continuous improvement at her healthcare organization by providing education on the application of lean tools.

Educational Background. Kayla graduated from the Rochester Institute of Technology in 2015 with a B.S. in Industrial and Systems Engineering and an M.Eng. in Engineering Management. While studying at RIT, Kayla obtained internship experience in the healthcare, government contracting, and automotive industries. She also helped provide project management help for local hospitals and spent many days shadowing healthcare process improvement professionals to learn more about career opportunities in that field.

Passion for Healthcare. While it would be shorter for her to say that she always knew healthcare process improvement was her passion, figuring that out was truly a journey of its own. Kayla entered college dreaming of becoming a biomedical engineer who would help develop new or improved technology to help patients. After seeing what some of the U.S. healthcare system's challenges were through first-hand experiences, she decided to dedicate herself to the pursuit of an improved system.

Connecting with Kayla. Kayla loves to learn and would be delighted to help others who are interested in pursuing or continuing careers in the healthcare field – Please feel free to reach out to her via [LinkedIn](#).



You can find Kayla on LinkedIn [here](#).

Free Time. Outside of work, Kayla enjoys helping others by coaching a club volleyball team in Northern Virginia. She

also enjoys traveling, baking, volunteering, hiking, and learning more from others regarding their own experiences. She is happy to have obtained her black belt in Lean Six Sigma, yet she feels her greatest sense of accomplishment truly comes from the day to day changes she sees as her organization transforms into a large team of problem solvers.

Society for Health Systems. After becoming more involved in healthcare process improvement, Kayla wanted to find a group where she could share her knowledge and learn from others in the same field. She found this group with SHS and has been a member since October 2015. In addition to the ordinary membership benefits such as connecting with others in the industry to share opportunities and challenges, Kayla enjoys being an SHS Student Committee member. This group gives her the opportunity to collaborate with other healthcare enthusiasts in order to give back to students who may be interested in pursuing a career in healthcare.

