

Tangela Craft, BSIE, MBA, SSGB, DSHS

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Current position and company. Tangela is Manager in Productivity Management for the Carolinas HealthCare System in Charlotte, North Carolina.



Education history. She received her BS in Industrial Engineering from NC State University in 1991 and her MBA with a Health Care Management Option from East Carolina University in 1998.

Experience as an healthcare intern. Tangela did a co-op at the University of North Carolina HealthCare System. She had great mentors and got to work with a group of experienced engineers that supported her development.

Dynamic background. Tangela worked for a food manufacturer for 6 years prior to getting back into healthcare. She has spent over 17 years working in healthcare. Her co-op in healthcare really planted a seed that had her yearning to make a difference in her community and the world by working in healthcare.

Her normal day. In her current role, Tangela works on productivity improvements through internal and benchmark data. She uses work management and design, analysis, statistics, and quality/performance improvement.

SHS involvement. In 2001, Tangela joined the Society for Health Systems (SHS). She quickly got involved and has been a Board Member, is an SHS Diplomate, served as chair, co-chair, and member of some of the committees. She has also volunteered to speak at a regional student conference and has presented at the annual SHS conference.

Why SHS? Staying Connected and Self Development! Networking, leadership development, and professional growth are all reasons why Tangela stays involved in SHS.

Conference Memories! When asked about her favorite SHS memory, Tangela (on right in picture below) couldn't pick just one. She remembers dancing with John Templin at the Orlando conference, attending the LOVE Cirque de Soleil with Amanda Mewborn (middle in picture), Lucy Young (on left in picture) and several others at the Las Vegas conference, and riding in a horse drawn buggy with Lucy Young after coffee during the New Orleans conference! Find Tangela at the next conference if you want



an adventure!

Thoughts on healthcare. Tangela is also involved as an ASQ member. She is passionate about healthcare for the people and feeling that she is doing something to help keep healthcare manageable and profitable in challenging times.

For Fun. Tangela likes to ride her Harley and SCUBA dive in her spare time. She was very active in the Kiwanis located in Goldsboro, NC and has been recognized as member of the year. She is also active in her church.