



Education:

BSN, 1969—University of Oregon
School of Nursing, OR

Years Experience: 40+ in Nursing and
Health Care Management and Consulting

Professional Affiliations:

Past Board Chair and current Member—
Oregon Public Health Institute

Board Member and Past Chair—Center for
Health Training Resource Group

Accolades:

“Thank you again for a great presentation!
The evaluations have been very positive. I
look forward to working with you on Part 2
of the series.”

~ Michelle Watkins, HCET

“I wanted to take this opportunity to say
‘thank you’ for the great Board training at
LaPine CHC. Chance said that it was very
well received by the attendees. It’s a
pleasure to work with you as we provide
quality trainings to the FQHC clinics.”

~ Carol Hansen, Hills Clinical Quality
Program Manager, Oregon Primary Care
Association

“I have been remiss in telling you how
impressed everyone was with the training
that was offered. We have already seen
positive changes here. If there is any
discussion about repeating the class we’d
love it and have more people to send.”

~ Marilyn Payne Montovano Director,
Human Resources Staywell Health Care,
Inc.

“...you organized the whole process so
well in the ‘beginning’ that it will continue to
flow well with all those you have trained
and left to continue this very important
work. Thanks so much for all your energy,
commitment, caring, ideas and LOVE! You
have made a tremendous difference in so
many people’s lives! Thanks for letting me
be part of it with you.”

~ Mary Lou Hennrich, Executive Director
Community Health Partnership

Sharon N. Black, Principal

Sharon Black, RN, formed Sharon N. Black Consultants, LLC in 1996. A registered nurse since 1969, Shari was an Administrator for the Multnomah County Health Department (Portland, Oregon) in family planning and primary care program management from 1973-1991; Associate Director; and then Director of the Primary Care Division. Her background in ambulatory public health and primary care, as well as over 30 years’ experience in clinic management, has taken her to health care facilities from Iowa to Alaska to the former Soviet Union.

Shari understands how people work, both individually and within systems. She draws upon her nursing background to assess the issues of struggling groups, then helps those involved acknowledge and embrace the process of forging solutions. Her strength lies in analyzing complex issues, breaking them down into surmountable bits, and helping to rebuild healthy organizations.

Sharon N. Black Consultants provides realistic and compassionate consultation, team-building, and management training for organizations of every size. Organizational issues—whether related to communications, patient-flow or planning—are approached with sincerity and persistence. Shari believes that a person is only as strong as her relationships—her success as a manager, trainer and facilitator stems from this ability to nurture connections and rapport.

Areas of Expertise:

- Board Development
- Clinic and Public Health Management
- Customer Service and the Patient Experience
- Health Care
- Internal and External Communications
- Leadership Development
- Medical Home Concepts
- Meeting Facilitation
- Strategic Planning
- Team-Building and Planning
- Training and Staff Development

Selected Projects

Oregon Primary Care Association

Shari works with the network of health centers to improve processes, communication and outcome. She is involved as faculty for the Primary Care Home Project.

Oregon Public Health Institute (formerly Community Health Partnership)

Shari created an internal and public identity for this fledgling Oregon nonprofit, including a personnel policy manual, fundraising events, newsletter, press kit, presentation to the National Conference, giving programs, and Board support. Shari also served as Board Chair for the organization and is a current Board member.

National Association of Community Health Centers

Shari teaches *Customer Service and the Patient Experience* for NACHC’s “Practice Operational Management Seminar.”

Community Health Centers across the United States

Shari provides training and technical assistance to community health centers from Alaska to Connecticut.

Community Health Center Boards

Shari provides training and strategic planning for Community Health Center Boards.