

Denise Armstorff has worked for over 30 years in the healthcare industry and in the arena of performance improvement since 2008. Denise has a wide-range of experience in quality improvement, having served as Director of Performance Improvement (Kaiser Permanente), Manager of Performance Improvement Capability Development (Partnership HealthPlan of California) and an independent Performance Improvement Consultant (for companies such as Pacific Business Group on Health, San Francisco Health Network, and University of California Los Angeles). She has functioned as a Practice Coach, working directly with provider practice teams to develop provider/staff capability and capacity for improvement; Master Coach, training and developing improvement advisors and coaches; Curriculum Developer and Program Designer, creating practical, applicable, and participatory learning program, events and tools; and Facilitator/Trainer, delivering curriculum via interactive exercises and methods reflecting adult learning theory, including the following Model for Improvement and quality improvement leadership.