

Kelly Smith, PhD, CPHQ, CLSSBB

Director

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Dr. Kelly Smith is a director in the Healthcare Consulting practice of Saltmarsh, Cleaveland & Gund. She has more than a decade of experience devoted to improving the quality of life and care for seniors and a strong background in quality framework implementation and process improvement. She served as the Director of Process Improvement for Opus Senior Services Group which provided skilled nursing, assisted living, home health services and short-term rehabilitation services. Dr. Smith supports provider efforts in the formation of integrated, system-based operations using data analytics to drive decision making and seeks to transform the delivery of senior services through the design of customized process improvement initiatives, leadership development and dissemination of best practices.

Dr. Smith holds a Black Belt in Lean Six Sigma, a methodology which combines principles from Lean and Six Sigma to improve processes and reduce defects or inefficiencies within an organization. She contributed to two federally funded quality measurement related contracts for the Centers for Medicare & Medicaid Services and holds a gubernatorial appointment to Florida's Panel for Excellence in Long-Term Care. She is a published thought leader and frequent speaker at the FSLA, FHCA, and AHCA. She also holds a Courtesy Assistant Professor appointment at the University of South Florida, School of Aging Studies where she continues to participate in research-based activities. Prior to joining Saltmarsh, Dr. Smith was co-owner of Q3 Healthcare Consulting, LLC, who joined forces with Saltmarsh in April 2024.

Education

PhD, Aging Studies - University of South Florida

Graduate Certificate, Total Quality Management - University of South Florida

B.A. Psychology - University of South Florida

Certifications

Certified Professional in Healthcare Quality (CPHQ)

Certified Lean Six Sigma Black Belt (CLSSBB)

Professional Affiliations

American Healthcare Association (AHCA) - Gold Examiner

Florida Healthcare Association (FHCA)

American Society of Quality (ASQ)

National Association of Healthcare Quality (NAHQ)

Gerontological Society of America

Florida Council on Aging

