

Natalee Hill, CEO Hilltop Management Consulting

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Change agent. Systems thinker. Coach.

Natalee Hill is the daughter of Jamaican immigrants and a first-generation college graduate. Over the last 15+ years, diligent preparation and a wide range of life experiences guided her to important roles in healthcare administration and quality improvement where she has focused on improving the customer experience and provider capability and commitment. She has become a trusted process consultant, change agent and a dynamic facilitator.

Natalee Hill is consistently sought out by healthcare organizations as a subject matter expert in process improvement, systems redesign, change management, training/coaching and leadership development. She has extensive experience in providing consultation to executives, managers and frontline supervisors; coaching them in the application of organizational improvement methods directed at cultural change, project gains and operational excellence.

Natalee is known for her ability to help people find effective practical solutions to complex problems, preparing organizations for change, coaching leadership teams to lead change and facilitating alignment of teams to organizational goals. Her track record includes successfully driving results in various settings such as individual hospitals, hospital networks, behavioral health sites and nursing homes. She has partnered with over 30 organizations in problem solving, staff development and the creation of roadmaps for change. Her expertise in the collaborative design, implementation and administration of learning experiences is well known in the healthcare community.

Through her consulting/training firm, Hilltop Management Consulting (HMC), she offers services in process improvement, change management, project management, coaching and training. Her goal is to continue bringing passionate idea-filled people together to discover innovative solutions. She seeks to train/coach a wide range of people, from students to executives, on how to enhance organizational effectiveness and efficiency, successfully manage projects and create pathways that generate meaningful outcomes.

Natalee has an MPA degree in Health Services Management from Mercy College and a Bachelor of Science degree in Biology from Pace University. She is a certified Lean Six Sigma Black Belt and holds additional certifications in Change Management and Coaching. Natalee is a Certified Professional with the National Association for Healthcare Quality. In addition to her organizational work, for the past 15 years, Natalee had devoted much of her personal time, mentoring girls/young women to help them develop their emotional intelligence, critical thinking as well as business and leadership skills.