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Sam Shields is the Director of Operational Excellence at the Dartmouth-Hitchcock and an instructor for the Conaty Institute for Transformational Healthcare Leadership program. In his current role he leads the Operational Excellence team at DH, which includes the Project Management Office, Performance Improvement department and the Value Institute

Learning Center. Prior to coming to Dartmouth Hitchcock, Sam held various leadership positions within the Specialty Chemical and Aerospace industries including VP of Operations, Global Supply Chain Manager and Operations Manager. He has over 20 years' experience teaching, coaching and applying continuous improvement methods. Sam is a Certified Professional in Healthcare Quality and an ASQ certified SixSigma Blackbelt. He holds a BS in Chemical Engineering from the University of Massachusetts at Amherst and an MBA from Texas A&M University. Sam is currently a student in the Master of Health Care Delivery Science program at Dartmouth College.