



Jean Polster, ICF ACC, RN, MS



Jean has a coaching practice informed by her many years of non-profit senior leadership experience. She believes that all leaders can benefit greatly from a confidential space to share challenges they are experiencing. Her clients speak to her attentive listening and her ability to gently challenge assumptions. Jean's clients work in non-profit and human services organizations at all levels of management. Jean coaches locally and nationally with special focus on the social safety net and the rapidly changing healthcare sector. She also has experience with group coaching and team development.

For over 40 years Jean was a senior manager in health and human services including Federally Qualified Health Centers (FQHCs), hospitals in Ohio and California, and social services/child welfare/mental health organizations. She spent nineteen years as the CEO of a rapidly growing FQHC. Jean has led growth strategies for revenue generation, improving access and quality of care and employee engagement. Jean has a keen focus on business strategy, leadership development and performance improvement. She also has led merger efforts and community collaborations with a focus on social justice and equity.

Jean has extensive board experience, including leadership roles for the Ohio Association of Community Health Centers (OACHC), Better Health Partnership (a regional quality improvement network) and OCHIN – a large safety net information service platform and many others. She is currently on the board of the Cleveland Messiah Chorus and the local chapter of the International Coaching Federation (ICF).

Jean received her coaching education at the Hudson Institute of Coaching and is certified as an ACC through the ICF. She continues to participate in ongoing coach continuing education and supervision. Jean recently became certified in Group Coaching and received additional education in team coaching.

Jean has a BS in Nursing from the University of North Carolina – Chapel Hill and a MS in Health Policy and Management from the Harvard School of Public Health. She completed the Weatherhead Professional Fellows Program at Case Western Reserve University and is a member of Leadership Cleveland Class of 2014.

Jean lives in Cleveland Heights Ohio with her husband, dogs and a busy aquarium. She has two grown sons and a grandson. She enjoys traveling, including to see her grown sons and family, music of all kinds and the outdoors.