

Kristen Heckel

Coach Support Specialist



As a Coach Support Specialist for BLG, a HealthStream® Company, Kristen provides professional support and assistance to multiple coaches on the BLG team. As part of her role, she coordinates logistics such as travel arrangements, site visits, meetings and calls to many of BLG clients.

Kristen has also implemented an orientation session for the Senior Leader Administrative/Support Staff with several of our clients. She is the main point of contact for this endeavor and offers them an overview of the tactics and plans that will be deployed with their leaders throughout their journey to achieve a patient centered culture. In addition to a background in healthcare, Kristen brings a service excellence mindset, a professional demeanor and a positive attitude.

Before transitioning to BLG, Kristen worked for three years in the Student Clinic on Pensacola Christian College campus, which is operated by Baptist Health Care. Prior to this, Kristen interned in the Baptist Hospital Quality department during the summer of 2007.

Kristen earned her Bachelor's degree in Business with a concentration in Medical Office Administration and a minor in Management from Pensacola Christian College.