

Jim Salsbury

Jim Salsbury is a senior lecturer and assistant chair of the management department at Bentley University. He is also the university's director of assurance of learning. Prior to joining Bentley College, Jim spent nearly 30 years as a health care executive, serving as chief executive officer and chief operating officer of several community hospitals and vice president of quality management and improvement for a major health insurance plan. His special interests are in the areas of performance measurement and quality management in the service sector and he has served as a Malcolm Baldrige National Quality Award examiner and a judge for the Mass Excellence Award. Jim is a graduate of Syracuse University and holds an M.B.A. from Northeastern University.