

## America's Best in Medicine: Constance Laderoot, BSN, RN, BBA: Director of Patient Services at Detroit Medical Center

Driving Measurable Improvements in Patient Satisfaction Through Compassionate, Data-Driven Leadership



**Detroit, Michigan Apr 16, 2026 ([Issuewire.com](https://www.issuewire.com))** - Constance Laderoot, BSN, RN, BBA, is a seasoned healthcare leader serving as the Director of Patient Services at Detroit Medical Center (DMC) in Detroit, Michigan. With over a decade of experience in nursing and healthcare management, she has built a distinguished career focused on improving patient outcomes, strengthening clinical teams, and elevating the overall patient experience.

At DMC, Constance led the development and implementation of a new patient experience program that significantly improved satisfaction scores, increasing from 2.0 to 3.9 within a single year. This achievement reflects her commitment to combining compassionate care with strategic, results-oriented leadership to drive meaningful organizational change.

Within the past 2 years, Constance has opened new Acute Care Units and staffed both units while ensuring continued excellence in patient care. Constance has hired and retained staffing for these departments. Hiring rate currently stands at 70 percent, and occupancy for the unit sits at 80 percent.

Constance coordinates and chairs the Daisy Committee for the whole Campus at DMC

**Achievement #4:** I have chaired and managed a new falls program within the hospital, initiated in April 2025, and we have seen a sustained reduction in falls within the hospital due to the implementation of this program. Our fall rate has stayed below the National average for the whole year since implementation and has extended to every department within our hospital setting, making it one of the top priorities in the reduction of length of stay and hospital-acquired injuries.

Constance's path to nursing began unexpectedly during her college years, when she discovered a deep and lasting passion for caring for others. That moment became the foundation of her career, inspiring her dedication to making a positive impact on patients' lives. Her leadership philosophy emphasizes empathy, collaboration, and innovation as essential components of high-quality healthcare delivery.

Her professional background includes leadership roles across several respected healthcare organizations, including Balfour Senior Living, Senior Lifestyle, Brookdale Senior Living, Trinity Health MI, and Detroit Medical Center. In these positions, she oversaw nursing operations, long-term care services, project management, and talent development initiatives, consistently strengthening team performance and improving patient care standards.

Constance's influence extends beyond metrics and initiatives she leads by example, instilling pride in the nursing profession and reminding others of the profound impact of nursing leadership grounded in compassion and service. She is the true soul of leadership, demonstrating daily what it means to lead with purpose, humility, and excellence.

Constance brings a strong blend of clinical expertise and business acumen to her leadership role. She holds a Bachelor of Science in Nursing and a Bachelor of Business Administration in International Business and is currently pursuing her Nurse Practitioner degree at Spring Arbor University, with expected graduation in December 2027. Her academic and professional journey reflects a continuous commitment to growth, excellence, and lifelong learning.

Beyond her professional responsibilities, Constance is actively engaged in community service initiatives, including coaching for Team Acuheart in the American Heart Association Heart Walk. Constance is a member of the American Nurse Association and constantly participates in lobbying for the world of nursing. She also enjoys cooking, traveling, watching movies, and spending quality time with her husband and children.

As a transformational leader, Constance has a remarkable ability to bring teams together around a shared vision. She inspires collaboration across disciplines, develops emerging leaders, and empowers nurses to practice to the full scope of their expertise. Her leadership has resulted in improved staff engagement, stronger teamwork, and measurable improvements in patient outcomes and unit culture. During her tenure, Constance has grown her Clinical Care Coordinators and Charge nurses, who have

moved up into management positions and continue to support them as they continue to grow in their roles.

Fluent in both English and Bemba, Constance brings cultural awareness and inclusive leadership to her work in healthcare administration. Her ability to connect with diverse patients and teams has made her a respected and influential figure within the healthcare community.

Through her leadership at Detroit Medical Center, Constance Laderoot continues to shape the future of patient care, setting new standards for compassion, efficiency, and excellence in healthcare delivery.

### **Learn more about Constance Laderoot:**

Through her America's Best in Medicine profile, <https://americasbestinmedicine.com/providers/constance-laderoot>

### **America's Best in Medicine**

America's Best in Medicine is a specialist online platform dedicated to amplifying the voices of leading healthcare professionals across the United States. They bring together top healthcare providers from all specialties and cities to share expert-driven articles, research, commentary, and clinical insight. Their core purposes are to showcase excellence in healthcare, build trust between providers and the public, and ensure that expert voices are elevated and heard in shaping medicine. Through their platform, users can access a community of leaders, opportunities for providers to share expertise, and trusted guidance for patients and peers alike.

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