

QUINT STUDER

BIOGRAPHY

Quint Studer, named one of the “Top 100 Most Powerful People in Healthcare 2008” by *Modern Healthcare*, has gained national recognition as a change agent and thought leader in healthcare today because he so aptly links a sustained focus on service, quality, employee and patient satisfaction with growth and bottom-line results.

Quint’s first book, *Hardwiring Excellence*, a *BusinessWeek* Bestseller has sold more than 320,000 copies. Quint’s newest book, *Results That Last*, published by John Wiley & Sons, shares how to build an organizational culture that develops great leaders today and instills the mechanisms and the mindset that will continue to foster great leadership tomorrow. *Results That Last* became an Amazon.com bestseller even before it was published, and once published, became a *Wall Street Journal* Bestseller. Quint also serves on the board of the Association of University Programs in Health Administration (AUPHA). AUPHA is the only non-profit entity of its kind that works to improve the delivery of health services throughout the world, and thus the health of citizens, by educating professional managers at the entry level.

With his early training in teaching, Quint’s classroom is one of the largest in healthcare. He and his team at Studer Group coach more than 400 hospitals and health systems on their journey to becoming world-class leaders in clinical, service and operational excellence. Studer Group clients span the nation and include every type of healthcare organization (for-profit and not-for-profit), from small rural hospitals to some of the most-respected organizations and largest health systems. They include recipients of the prestigious Malcolm Baldrige National Quality Award.

Before founding Studer Group, Quint spent nearly 20 years inside healthcare, beginning in a staff position, later becoming COO of Holy Cross Hospital in Chicago and President of Baptist Hospital, Inc. in Pensacola, Florida, where the hospital was awarded the Quality Cup by *USA Today* and Rochester Institute of Technology. At Holy Cross and Baptist, Quint led both organizations to the top one percent in employee and patient satisfaction compared to hospitals nationwide, as ranked by independent healthcare survey organizations.

His Five Pillar approach to achieving operational excellence sets goals and measures progress under service, people, quality, finance, and growth. In Quint’s experience, the journey to becoming a world-class organization is rooted in a leader’s ability to engage each employee’s passion for doing purposeful, worthwhile work.

Perhaps best known as one of the world’s most charismatic public speakers, Quint is also a frequent keynote at high profile national trade and professional association meetings, and meets with more than 1,200 healthcare leaders monthly at client engagements and Studer Group-sponsored Institutes, including *Taking You and Your Organization to the Next Level*. Quint Studer is also profiled in the fifth edition of the book *Communicating about Health: Current Issues and Perspectives*, required reading at 85 universities nationwide. In 2005 he received two high honors: PRC’s (Professional Research Consultants) prestigious Presidents Award for his impact in changing healthcare and SHCA’s (Society for Healthcare Consumer Advocacy) for his impact on the quality of care for consumers.

In addition to features in *USA Today* and *Inc. Magazine*, Quint appears widely in the business and the healthcare trade press. He has also contributed in depth feature articles on consumerism, service excellence, organizational alignment and communicating quality to most major healthcare trade journals, including the *Healthcare Advisory Board Report*, *Modern Healthcare*, and in-depth features in the elite *American College of Healthcare Executive’s* (CEO audience) *Frontiers of Health Services Management Journal*, the *American Marketing Association’s Marketing Health Services*, and the *American Hospital Association’s Trustee*, geared to hospital Board members. Quint can also be heard on the nationally syndicated radio show *Health Rhythms*.



HIGHLIGHTS

- ▼ **Results That Last**
Wall Street Journal Bestseller
- ▼ **Hardwiring Excellence**
BusinessWeek Bestseller

KEYNOTE APPEARANCES

- ▼ Microsoft Corporation
- ▼ Linkage Incorporated, Excellence in Management & Leadership Series
- ▼ Soundview Executive
- ▼ Healthcare Information and Management Systems Society (HIMSS)
- ▼ National Quality Forum (NQF)
- ▼ Emergency Nurse Association (ENA)
- ▼ Iowa Hospital Association (IHA)
- ▼ The Association of University Programs in Health Administration (AUPHA)
- ▼ Ohio Health
- ▼ South Carolina Hospital Association Patient Safety Summit (SCHA)
- ▼ Healthcare Financial Management Association (HFMA)
- ▼ Southern Association of Colleges and Schools (SACS)

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AUTHOR OF

- ▼ *Results That Last*
- ▼ *Hardwiring Excellence*
- ▼ *101 Answers to Questions Leaders Ask*

PUBLISHED IN

- ▼ *Healthcare Advisory Board Report*
- ▼ *Modern Healthcare*
- ▼ *Healthcare Executive*
- ▼ *HealthLeaders*
- ▼ *Frontiers of Health Services Management*
- ▼ *HFM*
- ▼ *Investors Business Daily*
- ▼ *Trustee Magazine*
- ▼ *Leadership Excellence*

RECENT REVIEWS

“Best Microsoft presentation I have been to. Quint Studer was a super presenter – very much appreciate linking technology to business. This was a great session, unexpected as presented and very dynamic. The substance of Quint Studer in itself was very thought provoking.”

“Quint is able to connect with new leaders as well as those who have been with us. He is a great story teller and helps connect the dots, paints a realistic picture of today and gives specifics on how to continue the journey. He leaves the audience energized and hopeful.”

“Quint did an overwhelmingly good job and everyone thoroughly enjoyed his message. His content was customized and he reinforced hard messages for our leaders. Our leaders are energized and ready to achieve results.”

EDUCATION

- ▼ University of Wisconsin, Whitewater
Master of Science - Education
Bachelor of Arts - Education

MEMBERSHIPS

- ▼ Board Member, Association of University Programs in Health Administration (2008)
- ▼ Advisory Board Member, Institute for Innovative Community Learning (2008)
- ▼ Advisory Board, Revolution Health Group LLC, (2008)
- ▼ President, ASP, Autism Society of the Panhandle, (2008)

HONORS

- ▼ Modern Healthcare’s 100 Most Powerful People in Healthcare for 2008, 2002
- ▼ 2007 Sterling Quality Achievement Award, State of Florida, June 2007
- ▼ Bronze Merit Award, HFMA 2006
- ▼ Crystal Flame Award, Mercy Health Partner, 2005
- ▼ PRC President’s Award Winner, 2005

