

Healthcare Speaking Topics

Inspiration and Innovation
From Experienced
Healthcare Speakers





Providing on-site training for your leaders is a fast and economical way to bring your entire team up to speed on the industry's hottest topics and create organizationwide urgency to execute change. Studer Group's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We're more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems, including financial challenges, patient safety and quality, pay for performance and more. Prior to your event, Studer Group speakers and our support team work side by side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Studer Group speakers deliver the perfect balance of inspiration and education for every audience.

CAHPS/PATIENT EXPERIENCE

Physician Impact on HCAHPS: Respect, Listening and Explanation
Jay Kaplan, M.D.

Hospitalists and HCAHPS: Innovative Approaches to Improve the Patient Experience in the Hospital
Jay Kaplan, M.D.

Improving HCAHPS Performance: Maximizing the ED/IP Correlation
Stephanie Baker, R.N.

HCAHPS Summit: Discharge Information
Vikki Choate, R.N.

AIDET®, Relationships and Communication
Pam Beitlich, DNP
Karen Cook, R.N.

Enhancing the Patient Experience in the Perioperative/Procedural Environment
Jeff Morris, M.D.

Creating Patient Advocates
Greg Paris

The Perfect Patient Experience: Bringing High Reliability to the Bedside
Craig Deao

The Patient Experience: Why Should I Care and What's in it for Me (WIIFM)?
Jeff Morris, M.D.
Jay Kaplan, M.D.

The Alphabet Soup of CG CAHPS, HCAHPS and ED CAHPS: Why Should I Care?
Jeff Morris, M.D.

Hourly Rounding® — a Patient Care Model
Pam Beitlich, DNP
Karen Cook, R.N.

Coaching for Performance
Colleen McCrory

Creating a Memorable Patient Experience
Colleen McCrory

HCAHPS — Creating a Culture of Always and Impacting the Patient Perception of Quality Care
Karen Cook, R.N.

Understanding Their Role in HCAHPS for Physicians
Karen Cook, R.N.

Excelling in Multidisciplinary and Team-Based Care
Ted James, M.D.

Beyond Expectations: How to Really Improve the Patient Experience
Ted James, M.D.

Patient Safety, Quality and Satisfaction: High-Leverage Tactics That Improve All Three
Craig Deao

Creating a Better Place to Work, Practice Medicine and Receive Care
Craig Deao

Convenient Care Models and Retail Medicine: Role of Health Systems
Amer Kaissi, Ph.D.

Coaching Beyond Basic Competency — Coaching 2.0 for Accelerated Results
Colleen McCrory

Physician (Provider/Clinician) — Patient Communication Skill Building
Jeff Morris, M.D.

Integrated (Cross-Functional) Skills Labs: Breaking Down Silos and Building a Sense of Team
Jeff Morris, M.D.

Compassionomics
Anthony Mazzaelli, M.D.
Dr. Stephen Trzeciak, M.D.
Brian Roberts, M.D.
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Michael Harris, M.D.
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Karen Cook, R.N.
Craig Deao

COMMUNICATION

Building Trust Through Communication
Karen Cook, R.N.

Difficult to Doable Communications
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Colleen McCrory

Is a Little Change Enough? Using Appreciative Inquiry to Engage, Imagine and Inspire
Jay Kaplan, M.D.

Words Matter in Healthcare
Pam Beitlich, DNP

Communicating for Engagement and Success
Linda Deering-Dean, R.N.

Nurse Communication — How to Create Powerful and Effective Patient-Centered Care
Karen Cook, R.N.

Management by Strengths
Wendi Ochs
Kristie Tobias

Learn How to Argue Bioethics Like a Lawyer
Anthony Mazzarelli, M.D.

LEADERSHIP

The Art and Challenge of Coaching Colleagues to Enhanced Performance
Jeff Morris, M.D.

The Physician Leadership Imperative
Gurpreet Dhaliwal, M.D.

It's Your Garden — a Modern Healthcare Leadership Paradigm
Jeff Morris, M.D.

Leadership and Accountability — How to Inspire Change and Avoid Madness
Jay Kaplan, M.D.

Accountability, Goal Setting and Goal Cascading
Mark Noon

Lessons Learned on Our Journey to Excellence
Greg Paris

Goal Cascade Speed Dating: Critical Steps for a Happy Marriage of Organizational Goals and Individual Accountability
Colleen McCrory

Skybox Leadership
Lisa DeLong, R.N.

Set Up to Step In — Preparing New Leaders for Success
Mark Noon

Creating and Sustaining a Culture of Excellence
Craig Deao
Jeff Morris, M.D.
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How to Change the Culture of an Organization
Craig Deao

Developing Leaders Through Feedback and Coaching or Validating Knowledge Through Skill Labs
Karen Cook, R.N.

Inspired Leadership
Rich Bluni, R.N.

Leading Others When Authority or Control Do Not Exist
Clay Linkous

Performance-Driven Giving: When Leaders Are Held Accountable for Service Excellence, Fundraising Thrives
Craig Deao

Leadership Capacity Is Your Most Limiting Factor
Clay Linkous

Accelerating and Sustaining Lean With Studer Group's Evidence-Based LeadershipSM Framework
Clay Linkous

Leadership Accountability
Linda Deering-Dean, R.N.

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Practicing Excellence — How to Give Great Care and Feel Better at the End of Your Day
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Optionality Doesn't Work Here Anymore
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Management by Strengths
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Patient Safety, Quality and Satisfaction: High-Leverage Tactics That Improve All Three
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The Transformation Journey: The Immovable Object Meets the Unstoppable Force
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Creating a Better Place to Work, Practice Medicine and Receive Care
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The New Core Competency for Healthcare: Engaging Patients, Employees and Physicians
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A Culture of High Performance
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The Employee Investment
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Navigating Disruption and Transformation
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What's Your Leadership Superpower
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Wait a Hot Minute
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Leading for Success/Leadership: Overcoming the Wall, Committing to Excellence, Persevering All Obstacles: How to Build a Great Team
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Getting the Best Out of People: Overcoming 'Yea, Not Really' and Other Barriers to Continuous Improvement
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Creating Value, Ownership and Significance in Your Leaders and Workforce
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Overview: the Nine Principles
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Evidence-Based LeadershipSM Overview
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Wearing the Yellow Suit
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Can a Golfer Learn to Play Football? Coaching Physician Leaders Into High Performance
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Choices Create Champions
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The Happiness Factor
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Creating a Winning Edge
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The Agility Advantage: How to Create a Nimble, Change-Ready Workforce
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Leading Through Burnout
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The Power of Positivity: How to Drive Happiness, Engagement and Better Work Outcomes
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The Surprising Truth About Engaging Millennials
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Resonant Leadership: How to Increase your Emotional Intelligence, Improve Your Leadership Effectiveness and Prevent Burnout
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Engaging Everybody in Meaningful Continuous Improvement
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Better Metrics: From Data to Knowledge That Drives Improvement
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Accountability and the Power of One ... You Play a Bigger Role Than You Might Think!
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Great Employees Are the Foundation of a Great Organization
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Making Excellence Stick
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Leading a Multigenerational Workforce
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How to Build a Culture of Kindness and Accountability
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What You Need to Know About the Current State and Future of the U.S. Healthcare System
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Compassionomics: How the Clinical and Economic Value of Caring Can Drive Physician Engagement
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The History of Medicine and the Media
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Implementing a Physician Compensation Plan
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Building a Culture: Your Most Important Construction Project
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Trust Your Workforce and They Will Trust You
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Five Tips to Be a Compassionate Leader
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Shared Leadership (Dyad/Triad): a Transformational Model
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Physician Leadership: First Among Equals
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Preserving Organizational Resilience: the Executive's Role in Addressing Compassion Fatigue in Care Givers
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QUALITY AND SAFETY

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Quality in Healthcare — Are We There Yet?
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How Doctors Think: Implications for Quality, Cost and Safety
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Nurses Are From Saturn, Physicians Are From Jupiter, Healthcare Administrators Are From Mars — How Can We Speak the Same Language?
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Are Your Perioperative Services a Cut Above?
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What You Need to Know About the Current State
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Cleared for the Approach: What Pilots Can Teach
Us About Patient Safety
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Our Moral Imperative: Why Healthcare Must Pursue
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Setting the Stage for Safety: Why High Reliability Matters
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Is Zero Possible? Setting the Right Organizational Goals
to Drive Out Harm
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Creating a Results-Driven, 90-Day Action Plan to Drive
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High Reliability: a New Way of Thinking and Acting
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Assessing Your Safety Culture and Creating
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HROs: Learning From the Work of Others
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High Reliability: From Theory to Practice
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HRO 101: the Basics of High Reliability and Hallmarks
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High Reliability Leadership and the Highly Reliable Leader
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Normalization of Deviance and the Drift to Danger

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Vikki Choate, R.N.

Process Improvement Fundamentals for Leaders

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Change Leadership: Leveraging Cultural Capital for Transformative Capability

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Leveraging Healthcare IT to Improve Safety

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Executive Grit Required: When Behavior Gets in the Way

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Lean + Six Sigma + PI + RPI + HRO: Making Sense of the Healthcare Improvement Equation

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Engaging Physicians and Physician Leaders in the Pursuit of Zero Harm

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Achieving High Reliability Through Innovation

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Preserving Organizational Resilience: the Executive's Role in Addressing Compassion Fatigue in Caregivers

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Senior Leaders' Role in the Journey to High Reliability

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Second Victim: Caring for the Caregiver

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Fostering Resilience in Error-Prone Environments

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Managing Performance for High Reliability: Coaching and Counseling

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Measuring Success and Sustaining Outcomes to Achieve High Reliability

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Optimizing Your Safety Event Reporting System to Drive Improvement

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Bringing the Five Key Characteristics of HRO to Life

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Engaging and Activating the Team in Zero Harm

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Generating Sponsorship: Aligning the Team for Change

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Harnessing Current Practices to Achieve Zero Harm

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Highly Reliable Surgical Teams: Precision for Your Patients

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Managing Resistance: Preparing the Team of Change

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Rounding for High Reliability: Driving Culture and Improving Process

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Organizationwide, Executive-Led Daily Safety Huddles

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Second Victim: Supporting Our Internal Partners

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Creating a Safe Catch Recognition Program to Drive Out Harm

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Process Improvement Fundamentals

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Oh No ... Not More of that Fluffy Stuff! The Power of Engagement
Rich Bluni, R.N.

Communicating for Success
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The Future of Nursing — From Novice to Expert and From Burnout to Engaged
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highmiddlelow®: What About the Disengaged High and Solid Performers?
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Great Employees Are the Foundation of a Great Organization
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It's Who's on Your Bus That Counts
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Spirit of Healthcare
Lisa DeLong, R.N.

You Have Good Fingerprints for a Nurse
Lisa DeLong, R.N.

Engaging Physicians to Execute System Performance
Craig Deao

Engaging Physicians in Service and Operational Excellence — Mission Possible
Jay Kaplan, M.D.

Engaging Physicians: the Art and Science of Building Trust and Partnership
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Rounding: the Essential Element to Employee Engagement
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Creating a Culture of Teamwork: Managing Up for Highly Reliable Team Players
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Engaged and Loyal Customers Require Engaged and Loyal Employees
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Compelling Communication: Creating Engagement, Understanding and Results
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Surviving the Super Woman Syndrome: Learn How to Say Yes to a Happier, Healthier Life!
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Why Some People Get Burned Out and Others Don't
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The Surprising Truth About Engaging Millennials
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Moving the Needle on Employee Engagement: the Role of Leader Humility

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Taking Back Your Edge — Remembering Why We're Here

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Engaging Physicians in Healthcare Improvement

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The Future of Patient Engagement in the Digital Age

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Crossing the Divide: Physician Engagement in Health Technology

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PHYSICIAN

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Working With Challenging Patients and Co-Workers

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Understanding Their Role in HCAHPS for Physicians
Karen Cook, R.N.

All Stressed Out — Avoiding Burnout and
Promoting Resilience
Jay Kaplan, M.D.

Nurses Are From Saturn, Physicians Are From Jupiter,
Healthcare Administrators Are From Mars — How Can
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350 West Cedar Street | Suite 300 | Pensacola, Florida | 32502

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