

Faye Sullivan, RN

Coach

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As a registered nurse with 30+ years in healthcare, Faye has experience in a number of different care settings. Faye started her career in Emergency Nursing and it was in this setting that her first leadership roles occurred.

Faye has cared for patients in a broad spectrum of settings ranging from outpatient clinics to ICU's. Additionally, she has led teams to drive significant financial and operational results in her role as project manager for systems redesign and system integration efforts. Faye's varied background provides a sound foundation for her current passion- helping leaders create better places for staff and physicians to work and for patients to receive care.

While serving as Director of Service Excellence, her previous organization moved Inpatient Satisfaction scores from the 50th percentile to the 93rd percentile, Emergency Services scores from 8th percentile to 99th percentile, and Ambulatory Surgery from 21st percentile to 86th percentile. Top quartile results have been sustained in all three service lines for more than 2 years. During her tenure with her previous organization, it was recognized by Press Ganey as a Success Story finalist, a Success Story Winner, and as a Compass Award winner for most service improvement in a year.

Faye has twice been named as winner of the prestigious Studer Group Pillar Award for partner outcomes. She views coaching with Studer Group as an opportunity to share her outcomes-oriented philosophy with leaders- supporting as they take the next step in their journey to achieve and sustain excellence across all pillars within their organizations.

"Helping individuals reconnect to the passion that led them to choose healthcare is what brought me to coaching. Seeing their excitement and renewed commitment as they achieve results is what keeps me here. It is about making a difference in this world. It is my honor to support staff, leaders and physicians as you face the ongoing challenge of creating and sustaining the organizations I would trust with the care of my loved ones."