



## LINDA DEERING, RN, MSN

### BIOGRAPHY

Linda has 30 years of experience in nursing, leadership and hospital operations. She brings her expertise to help other organizations achieve operational excellence. Linda has a talent for creating enthusiasm and tactical plans that really work. As a working executive, Linda brings real time operational experience to her Studer coaching.

In her current role as the Chief Operating Officer for Sherman Health in Illinois, she is leading the organization to great outcomes. Prior to her work at Sherman, Linda served as the Vice President for Patient Services, and Chief Nurse at Delnor-Community Hospital in Illinois, where she was their champion for excellence since 1998. In that role, she has helped to achieve inpatient satisfaction to the 95th percentile, and emergency department patient satisfaction to the 99th percentile. Additionally, Delnor won awards for employee and physician satisfaction, both at the 99th percentile for four consecutive years. During the past five years, employee turnover dropped from 34 percent to 14 percent, and in January of 2004 Delnor-Community Hospital received Magnet Nursing Designation by the American Nurses Association.

Through her participation in the Studer Group, Linda fulfills her passion for improving healthcare environments across the nation, by making hospital cultures healthier for patients and clinicians. Her presentations at Froedtert Medical Center, Eastern Maine Medical Center, Cleveland Clinic, Intermountain Health and more have resulted in the highest praise from her audiences. She has the ability to positively influence change and help other organizations produce key results. As an entertaining and articulate speaker, Linda is able to share the tips and tactics that improve performance to create great places for employees to work, patients to receive care, and physicians to practice.

### RECENT REVIEW

*“Linda was outstanding. The entire leadership team states she was the BEST we ever had.”*