

Lyn Ketelsen, RN

Coach

lyn.ketelsen@studergroup.com

During her 27 years as an RN, Lyn has experienced health care in a variety of settings. Her clinical nursing background is Pediatrics and Neonatal Intensive Care. Lyn has also worked with Acute Care, Managed Care, Clinics, Ambulatory and ER's. Along with her clinical and nursing management experience, Lyn worked as an internal consultant to a regionally-based health system to improve the level of service provided across the health system. Blending her experience of operational management with her consulting role, she was successful in driving improvements in patient satisfaction from the 33rd to over the 80th percentile in just 18 months.



Since joining Studer Group ten years ago, Lyn has worked with over 100 organizations to put prescriptive elements in place that build a culture of operational excellence and improve the level of patient, employee and physician satisfaction. Several of Lyn's partners have won the coveted Firestarter of the Month award and have presented at What's Right In Health Care because they have achieved and sustained results. In December 2008, Lyn received the Flame Award, which is Studer Group's highest honor for employees. It is awarded to staff who demonstrate consistent results and model behaviors.

In conjunction with the Alliance for Healthcare Research, Lyn co-authored the largest study ever conducted on reducing call lights which was published in AJN in September, 2006. The Study showed the power that hourly rounding has in driving quality and safety in inpatient care. Since that time, hundreds of organizations across the country have seen marked improvements in quality and satisfaction for patients and efficiency and joy for nurses. In December 2007 the IHI recommended organizations implement hourly rounds.

Lyn was an integral participant in the preparation of our successful Baldrige application and site visit that culminated in a Baldrige Award in 2010. She has demonstrated her ability to not only coach partners to a higher level of performance but that she can walk the talk.