

Quint Studer

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Quint Studer is helping to change the face of health care today. Considered by many to be the main impetus over the past several years for more and more health care organizations returning to their roots, he not only coaches organizations about creating a culture of excellence but also has done it. Over his 20-year career in health care, Quint moved from the staff level all the way to being COO of Holy Cross Hospital, in Chicago, from 1993-1996 and President of Baptist Hospital, Inc. (Baptist and Gulf Breeze Hospital in Pensacola, FL) from 1996-2000.

In March 1999, *Inc. Magazine* named Quint its Master of Business, the only health care leader to ever receive this distinction. To quote *Inc.*

magazine, "We were skeptical of those advocating cultural change within an organization. Studer has refined a system over the years and brought it to a point where it's replicable not only in other hospitals but in any service business."

Based on his own leadership experience, he created the Nine Principles® to guide organizations in the culture change process and has adapted the Five Pillars™ as a tool to help facilitate the framework to achieve operational results.

Building upon his strengths and what he knows works, Quint formed the Studer Group. These sound, timeless principles, a strong focus on developing leaders, practical and prescriptive steps that hardwire operational systems into place, the constant development of new tools and techniques, and the use of Coaches experienced in the process of creating operational excellence in organizations are what takes the good to great.

What makes Quint particularly pleased is to create sustaining cultures of excellence. Since leaving Baptist Hospital, Inc., their success has continued, as has the success of the organizations that the Studer Group works with. These include some of the best organizations in health care.

Quint's first book, *Hardwiring Excellence*, was published in April 2004 and has since sold more than 300,000 copies. It is a resource that outlines how to hardwire key behaviors and



"Quint's passion and enthusiasm are contagious ... his message is powerful ... his Nine Principle® are proven."

techniques as laid out in the Nine Principles® to drive bottom line results. His second book, *101 Answers to Questions Leaders Ask*, was released in March 2005. Quint's third book, *Results that Last*, published by John Wiley & Sons in Fall 2007, shares the insights Quint has gained through a lifetime of experience. Thanks to Quint's excellent reputation, *Results That Last* became an Amazon.com bestseller even before it was published and once published became a Wall Street Journal best seller. 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 education professional managers at the entry level.

Quint's prescriptive articles on creating and sustaining service and operational excellence have won awards and appear in most major healthcare trade journals, including the *Healthcare Advisory Board Report*, *Modern Healthcare*, *HealthLeaders*, *Frontiers of Health Services Management Journal*, *HFM Magazine*, and *Trustee Magazine*.

The Studer Group exists to help organizations create environments that make health care a better place for employees to work, physicians to practice medicine, and patients to receive care. It has also allowed Quint to be what he has always been – and what he does best – serve as a teacher and a mentor. His classroom is one of the biggest in healthcare.