

Tonia Breckenridge
tonia.breckenridge@studergroup.com

With over twenty years of management experience in healthcare with a focus in ancillary and support services, Tonia has been instrumental in helping hospitals and systems reduce turnover, improve employee satisfaction and retention and improve patient perception of care. Tonia has experience coaching large academic medical centers, acute care hospitals and systems, emergency departments, physician practices, ambulatory care centers, behavioral health as well post-acute care and hospices, in both union and non-union environments in the US and Canada. She has strong coaching skills at all levels within an organization from the executive team to the front line. Having partnered with hundreds of organizations during her tenure with Studer Group, Tonia brings a versatile skill set that is effective for any organization. She is an expert in using software solutions to drive outcomes including Leader Evaluation ManagerSM and Patient Call ManagerSM. Prior to joining Studer Group, Tonia worked directly under Quint's leadership at Baptist Hospital in Pensacola, Florida and has first-hand knowledge of the journey from good to great, including Baldrige framework for process improvement and national learning labs.



Results

- Top quartile performance in ED, Chicago health system
- 11% market share increase over two years, Michigan health system
- Average HCAHPS improvement in partner organizations of 6 top box points since CMS public reporting began (Studer Group partners outperform non-partners by an average of 20 percentile points)
- Multi-specialty and family medicine practices average top quartile results 2009-2010, Michigan and Ohio health systems
- Medical Foundations (multi-specialty and family medicine practices) achieve top quartile results in 85% of practices in 2010, Northern California health system
- \$1 million reduction in agency expense in 2009 Illinois hospital
- Turnover reduction from 21% to 15% in 1 year, Midwest health system
- 17% improvement in HCAHPS Overall Rating in 1 year, Illinois hospital
- 50% reduction in employee turnover in support services, British Columbian health system
- 10% increase in patient perception of care resulting in top decile performance, Alabama hospital Emergency Department

Education

- **Masters of Business Administration specializing in healthcare administration**
American Intercontinental University
Hoffman Estates, IL
- **Bachelor of Arts – Business Administration/Healthcare**
St. Leo University
St. Leo, FL

Certifications

- American Society for Clinical Pathology in Histotechnology, Immunohistochemistry and Laboratory Management

Presentations/Speaking

- Co-presented *Achieving and Sustaining Outcomes in Ancillary and Support Service Institute, 2006-2008*
- Presenting and coaching for over 75 support service teams across US and Canada for Aramark Healthcare (EVS, Food Service, Clinical Engineering, Transportation, and Call Centers)
- Speaker, National Society for Histotechnology annual symposium/convention, 2006, 2007, 2008, 2010

Professional Memberships

- HFMA - Healthcare Financial Management Association
- ACHE - American College of Healthcare Executives
- National Society for Histotechnology
- American Society for Clinical Pathology