

## 2005 PRC President's Award Winner

### Quint Studer

CEO

STUDER GROUP

## Putting the CARE Back Into Healthcare

The PRC President's Award was first given out in 2004 to El Camino Hospital – a hospital that embodied what it is to be excellent for all of their customer groups. This year I'm thrilled to present the award to a person who has worked for more than 20 years to put the care back into healthcare. Think about it – isn't that what it's really all about? It's not just following a checklist to take care of our patients. It's really taking care of our patients – body, mind, and spirit.

With that being said, Quint Studer has done more than probably anyone in this country to help hospitals and healthcare providers put the care back into healthcare. Considered by many to be one of the key driving forces over the past several years for more and more healthcare 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 healthcare, Quint moved from the staff level all the way to being COO of Holy Cross Hospital in Chicago, from 1993 – 1996, then to President of Baptist Hospital, Inc. in Pensacola, FL, from 1996 – 2000.

Building upon his strengths and what he knows works, Quint formed the Studer Group in August 1999. His 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 is 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 the Studer Group works with.

Quint is unable to join us tonight as he is working on the front lines, helping yet another hospital put the care back into healthcare and achieve success. However, we are very pleased that one of his founding team members and coaches, Gail Boylan, joins us on his behalf.

Gail understands what it takes to be a successful Chief Nursing Officer and what needs to be done to drive patient and employee satisfaction. Gail has worked with literally hundreds of hospitals helping them bring excellence back to healthcare.

Prior to joining the Studer Group, Gail worked with Quint Studer to bring Baptist Hospital, Inc. to excellence with their customers. Gail told me earlier tonight she is proud to be furthering her mission of improving the healthcare delivery system in the United States.

For continuously striving to put the care back into healthcare, PRC is pleased to honor Quint Studer and the Studer Group with the 2005 PRC President's Award.