

**Linda Deering**

**Dean, RN, MSN**

**Speaker Press Kit**

**INSPIRATION AND INNOVATION**

**FROM EXPERIENCED HEALTHCARE SPEAKERS**

Providing on-site training for your leaders is a fast and economical way to bring your entire team up-to-speed on the industry’s hottest topics and create organization-wide urgency to execute change. Studer Group’s speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

 We’re more than a speakers’ bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems including financial challenges, patient safety and quality, pay for performance, and more. Prior to your event, Studer Group speakers and our support team work side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Studer Group speakers deliver the perfect balance of inspiration and education for every audience.

Linda Deering Dean, RN, MSN

NATIONAL PHYSICIAN SPEAKER

Linda’s years of experience in nursing, executive leadership and hospital operations have resulted in transformed operations for the organizations with which she works. She possesses field tested expertise to help organizations achieve optimal operational excellence. Linda has a talent for creating enthusiasm and tactical plans that really work. She has the ability to positively influence change and help other organizations produce key results. As an entertaining and articulate speaker, Linda shares tips and tactics that improve performance to create great places for employees to work, patients to receive care and physicians to practice.

Professional Experience

As a working executive, Linda brings real time operational experience to her Studer Group coaching. In her current role as president for Advocate Sherman Hospital in Illinois, patient satisfaction has increased from the 40th percentile to the 90th percentile, physician satisfaction from the 50th percentile to the 95th percentile, employee satisfaction from the 45th percentile to the 90th percentile, and turnover decreased from 20 percent to 11 percent. These improved results occurred during a time of financial challenges, downsizing, building a new replacement hospital and joining a system. 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 led their outcomes to top tier performance. During her tenure, both Delnor and Advocate Sherman Hospital received the prestigious Magnet Designation awarded by the American Nurses Credentialing Center.

industry speaking Engagements

* Outstanding Leadership, Studer Group Conference, Las Vegas, NV
* Leadership Accountability, Florida Hospital-Orlando, Orlando, FL
* Outstanding Patient Care, Altamonte Florida Hospital, Altamonte, FL
* Leadership Keynote, YWCA Annual Women in Leadership, Elgin, IL
* Leadership, CHI Health System, Omaha, NB
* Nursing Excellence, Yampa Valley Medical Center, Steamboat Springs, CO
* Financial Leadership, Studer Group, Chicago, IL

Education and Certifications

* Associate of Art and Science, Eglin Community College
* Bachelor of Science, Nursing, Northern Illinois University
* Master of Science, Nursing, Northern Illinois University
* Advanced Nursing Administration, Certification from ANCC

Professional Associations

* Member, Healthcare Financial Management Association (HFMA)
* Member, American College of Healthcare Executives (ACHE)
* Illinois Health and Hospital Association (IHA)

Publications/Speaking Engagements

* “Senior Leader Rounding That Makes a Difference: Rounding on Patients in the ED,” Insight
* “The Right Care at the Right Time, ER Triage Improves Quality, Efficiency and Patient Satisfaction,” American College of Healthcare Executives Magazine
* “Downsizing? Stop the Rumor Mill Today,” Hardwired Results

Rounding

**Audience:** All Healthcare Roles

**Focus:** Engagement, Quality & Safety, Leadership

Teams will learn the best tips and tactics for rounding on employees, patients, senior leaders and departments in order to improve results.

**Learning Objectives:**

* Learn key tactics for effective rounding
* Understand the “why” behind rounding
* Correlate effort with outcome

highmiddlelow®

**Audience:** All Healthcare Roles

**Focus:** Leadership, Communication

Audiences will learn how to diagnose and effectively treat our workforce to achieve the highest level of engagement and performance.

**Learning Objectives:**

* Understand the difference between highmiddlelow® employees
* Learn how to have conversations for outcomes
* Be able to implement an annual re-recruitment

OVERVIEW 9 PRINCIPLES

**Audience:** All Healthcare Roles

**Focus:** Leadership, Communication

Audiences will be given the opportunity to discover and understand the 9 fundamental ways to run a great business.

**Learning Objectives:**

* Understand the key tactics for leader excellence
* Improve organizational performance
* Become a better and more satisfied leader

NURSE LEADING SUCCESS

**Audience:** Nurse Leaders, Directors, Managers and Supervisor

**Focus:** Engagement, Quality & Safety, Leadership

This presentation helps nurse leaders understand the impact of nursing on overall organizational success.

**Learning Objectives:**

* Understand nursing’s key impact
* Gain leadership skills for success
* Learn to create non-negotiable excellence

COMMUNICATING FOR ENGAGEMENT AND SUCCESS

**Audience:** All Leaders

**Focus:** Communication, Quality & Safety, Leadership

Leaders will learn communication skills for hardwiring success and employee engagement in the workplace.

**Learning Objectives:**

* Understand that leadership is a choice
* Learn the skills that lead success
* Differentiate between nature and intentional excellence

ACCOUNTABILITY

**Audience:** Executive Leaders

**Focus:** Engagement, Quality & Safety, Leadership

Audiences will gain knowledge on hardwiring goals, expectations, measurement and ownership for results.

**Learning Objectives:**

* Move from wanting to getting
* Appreciating measurement
* Non-negotiable ownership
* Results for success

Healthcare Leadership

**Audience:**

* Executives
* Front line leaders
* Physician leaders
* Director, managers, supervisors
* Nurse leaders
* Board members

**Focus:**

Linda has 30+ years of leadership experience in the areas of Nursing, Healthcare Strategy, Hospital Operations and Leadership Development. She currently serves as the President for Advocate Sherman Hospital outside of Chicago IL, and as a Consultant & Speaker for the Studer Group, a division of Huron.

Leadership is the ability to produce results through people. When leaders are equipped with the evidence-based techniques that work, organizational results improve.

With a focus on employee rounding, leader expectations, accountability, goals, targets, resilience, effective communication and more, the organization can transform to provide the best patient care, create great places for employees to work and physicians to practice.

**Learning Objectives:**

* Apply new leader tactics and behaviors to improve team and organizational results.
* Identify and apply personal performance attitudes and beliefs for success.

Inspiration and Purpose

Audience:

* Healthcare Executives, Directors, Managers
* Physicians
* Board of Director
* Clinical frontline staff

**Focus:**

Linda has 30+ years of leadership experience in the areas of Nursing, Healthcare Strategy, Hospital Operations and Leadership Development. She currently serves as the President for Advocate Sherman Hospital outside of Chicago IL, and as a Consultant & Speaker for the Studer Group, a division of Huron.

Leadership makes all the difference in team and organizational performance.

Learning how to harvest the talents of others, build self and team resilience, and manage communications for success, the engagement and satisfaction for all improves.

**Learning Objectives:**

* Accept the powerful influence of the leader.
* Understand which personal behaviors enhance leader success.
* Make the choice to lead for success.