



Quint Studer

Quint Studer is a lifelong student of leadership. He is a businessman, a visionary, an entrepreneur, and a mentor to many. He has worked with individuals at all levels of leadership and across a variety of industries to help them become better leaders and create high performing organizations. Along the way he has discovered and refined many high-impact leadership behaviors and tactics that he is eager to share.

He knows leadership is not easy and wants simplify it for others. He has a gift for translating complex business strategies into simple, doable leader behaviors that allow organizations to achieve long-term success and profitability.

Quint is a teacher at heart. In fact, he began his leadership journey working with special needs children a job he loved and held for ten years. He entered the healthcare industry in 1984 as a Community Relations Representative. He then went on to hold leadership positions at Mercy Health System in WI and Holy Cross Hospital in Chicago, IL, where their initiatives in patient care led to their winning Hospitals Magazine's Great Comeback award. In 1996, he became president of Baptist Hospital in Pensacola, FL, leading that organization to the top 1% of hospitals nationwide in patient and employee satisfaction.

In 2000, after numerous requests by organizations for assistance, Studer Group was formed. Over the years the outcomes firm won multiple awards, including the 2010 Malcolm Baldrige National Quality Award. By the time the firm was sold in 2015, it had 250 employees and had helped more than a thousand healthcare organizations move toward higher performance.

Through his work at Studer Group, he served as a role model for hundreds of CEOs and other administrative leaders around the country. During this time, he was honored to receive several accolades for his leadership. *Inc.* magazine named Studer its Master of Business, making him the only healthcare leader to have ever won this award. Twice *Modern Healthcare* has chosen him as one of the 100 Most Powerful People in Healthcare for his work on institutional healthcare improvement. *Modern Healthcare*, along with its sister publication *Advertising Age*, also honored him with the first Healthcare Marketing Visionary IMPACT award in 2014. Around the same time *Becker's Hospital Review* recognized him as one of the 40 smartest people in healthcare.

Quint made a lasting contribution to healthcare by connecting patient care to the concept of customer service. Sunrise Hospital and Medical Center Vice President of Patient Experience Cyndi Tierney was quoted as saying that Quint put patient experience “on the map.”

Quint is the author of 11 books. His first title, *BusinessWeek* bestseller [*Hardwiring Excellence*](#), is one of the most read leadership books ever written for healthcare. More than a million and a half copies are in circulation and it’s still one of the best-selling books in healthcare. Two of his other books—*Results That Last* and his newest title [*The Busy Leader’s Handbook*](#)—became *Wall Street Journal* bestsellers. In *The Great Employee Handbook* he shares insights from working with thousands of employees during his career. His newest book, [*The Calling: Why Healthcare Is So Special*](#), is aimed at helping healthcare professionals keep their sense of passion and purpose high.