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In 1993, Studer became the COO of Holy Cross Hospital in Chicago, Illinois, which was facing severe financial challenges. Holy Cross CEO Mark Clement assigned Studer the task of improving patient satisfaction. Studer used management techniques focused on raising patient satisfaction through improvements to conditions for employees.

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Quint Studer Satisfaction Studer developed Tenet's "Target 100" program, which sought 100 percent It can range from using key words to increase customer satisfaction, to dealing with a sub-performer, to addressing a difficult customer, to admitting a mistake, to making a presentation, etc.

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1 Hardwiring Excellence by Quint Studer, based on comparable hospitals. 2 First Break All the Rules: What the World's Greatest Managers Do Differently by Marcus Buckingham & Curt Coffman, 1999, Simon & Schuster 3 The U.S. Bureau of Labor Statistics has projected demand for RNs at 2.9 million in 2012. 4 Press Ganey Associates 2003 study of 4,699 nurses at 36 hospitals.

## **Rounding for Outcomes: How to**

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Patient engagement is not the same as patient satisfaction. A patient can be satisfied because they are discharged from the hospital but they may not be engaged in taking greater responsibility for their health. Watch as Craig Deao, Studer Group Senior Leader and Speaker, explains the evolution from satisfaction to experience to engagement.

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The hospital president then shared that at contract time, patient satisfaction would be part of the agreement. Latest from Quint Studer Mid-year employee check-in: Why it matters and how to do it ...

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Quint Studer, founder of Pensacola ... Huron Consulting Group acquired Studer Group for \$325 million in a deal planned to extend Huron's expertise in patient satisfaction and hospital-physician ...

## **Quint Studer to resign from Studer Group: Quint Studer ...**

Right words, right time, right reason leads to customer happiness - Quint Studer In a previous column I addressed service recovery. That is what businesses do when the service a customer receives does not match



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expectations. ... Research shows there is a relationship between employee satisfaction and customer satisfaction.

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Research shows there is a relationship between employee satisfaction and customer satisfaction. A vital component of providing great customer service is having the employee say the right words at the right time for the right reason.. ... The official website for entrepreneur and community volunteer Quint Studer. ...

### **Employee Engagement Archives - Quint Studer**

For Studer, that means a steady process of benchmarking employee satisfaction — something he says he began doing when his firm had just eight employees — at a cost of about \$8,000 per year.

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