

KEYNOTE : QUINT STUDER



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Quint Studer is a lifelong student of leadership. He has a gift for translating complex strategies into doable behaviors that allow organizations to achieve long-term success.

Quint is the author of 16 books, beginning with his first title, BusinessWeek bestseller *Hardwiring Excellence*. While most of his books are geared to those working in healthcare, two of his general business books—*Results That Last* and *The Busy Leader's Handbook*—

became Wall Street Journal bestsellers. In 2021, he released *The Calling: Why Healthcare Is So Special*, which is aimed at helping healthcare professionals keep their sense of passion and purpose high. In 2023, the book *Sundays with Quint*, a collection of his most popular leadership columns, was released.

His new book, *Rewiring Excellence: Hardwired to Rewired*, provides tools and techniques that are doable. He believes the decision to rewire is as individual as the organization itself. If it's working, great. Keep doing what's hardwired. But if you're not getting the results you want, don't be afraid to rewire. Quint is the coauthor (with Katherine A. Meese, PhD) of *The Human Margin: Building the Foundations of Trust*, a leadership resource that combines the latest workplace research findings with tactics proven to help people and organizations flourish. The research interprets what today's workforce wants and it shows that trust in leadership is at the heart of everything.

Quint has worked with organizations from all industries, helping them to diagnose and treat their most urgent pain points to achieve and sustain results. He focuses on creating a workplace of replenishment, innovation, and professional advancement. His tools and tactics are used across the country to improve staff attraction, retention, and engagement.

KEYNOTE: Dan Collard



Dan Collard is a seasoned healthcare executive with more than 27 years of healthcare industry experience including operations, consulting, and technology start-ups. He is the co-founder of HealthCare Plus Solutions Group along with long-time colleague Quint Studer.

Most recently, Dan served as Executive Vice President and Chief Growth Officer of TeamHealth, one of the nation's largest hospital-based physician practices.

Prior to joining TeamHealth, Dan served as President of Press Ganey's Strategic Consulting Division and as CEO of EVOQ Medical, Inc. a healthcare technology start-up in Atlanta.

Dan spent 13 years at Studer Group as a senior leader, where he served organizations ranging from rural hospitals to complex health systems and academic medical centers.

Prior to his time at Studer Group, Collard was a health system operator within Life Point Health.

Dan has always enjoyed the role of change agent within each organization he has led. In healthcare operations, Dan and his leadership teams helped their organizations attain best-in-class performance across a balanced set of metrics: quality, patient experience, physician and employee engagement, volume growth and financial performance.

His passion for improving healthcare led to Dan being asked to testify In June 2014 before the House Committee on Veterans Affairs in the run-up to the bill signed into law that August.

Quint Studer & Dan Collard

Preface from their Book “Rewiring Excellence” Hardwired to Rewired

At first, you may have thought the title of this book had a typo. In 2003, Quint Studer wrote *Hardwiring Excellence: Purpose, Worthwhile Work, Making a Difference*. Now 20 years later the world has changed drastically. After all, since 2003, there has been a book that thousands of leaders have carried with them through their careers. It has become a mainstay in graduate courses in healthcare leadership. Its content has been cited in numerous articles. You might say it has been “hardwired” into our industry.

And yet...here we are today. It’s a different world from 2003. It’s a time that calls for different solutions...solutions that fit today versus 20 years ago. Medicine has evolved; technology has evolved. Wouldn’t the way we solve healthcare’s greatest challenges also evolve?

It’s time to rewire. This does not mean certain actions don’t remained hardwired. What it means is if action is working, leave it alone. There are times when some aspects stay hardwired, yet components are rewired.

This is more than a book about changing times. It’s a book that brings every bit of necessary passion to an industry that needs it now more than ever. It’s a book of doable approaches for an industry where sometimes even the most straightforward ideas are at risk of being overcomplicated. And it is a book that I call a “living book”. It will continue to be refined as we learn more.

Who best to turn to for breaking down complex ideas into bite size chunks....and making them accomplishable? The industry’s best friend and advocate for so many years, Quint Studer. If you a veteran leader, you will recognize Quint’s approach to creating solutions. If you’re a new leader, you will appreciate his gift for making the daunting see doable. If you’re a student or aspiring leader, get ready for a healthy dose of reality so you can enter the world of healthcare leadership with an eyes-wide open view.

Get ready to rewire.

-----Dan Collard

A limited amount of a package deal containing the books: Rewiring, The Calling, and the Well Being handbook will be on sale for \$25.00 at the conference registration table. Quint & Dan will be available Tuesday at 12:00 pm in the afternoon at the chapter booth to sign books.

KEYNOTE: Ryan Avery



Go From A to THE®: Stop Being A Leader. Start Being THE Leader!

Get ready to learn new sales strategies that sharpen your skills and create customers for life. What's costing your team members the sale? The win? In most cases, they are missing relevant connection! They might not know how to weave the communication threads necessary to build the relationships that help to form customers for life. The kind of relationships that not only buy – but also refer. That's where Ryan Avery brings out the game-changers. He challenges sales audiences to stop "convincing" and start connecting with the clients, customers, and prospects that will grow your company to new levels of success.

- The strategic communication strategies top leaders use around the world to persuade, engage, and retain top talent and customers
- The strategic storytelling strategies that masterfully allow leaders to connect across diverse generations and cultures
- The strategic leadership strategies top entrepreneurs use that differentiate you from your competition and getting people to take action

Get ready to Go from A to THE® in your market, your industry, and in the minds and referral base of your customers

Ryan Avery's biography: Trained and educated in Organizational Psychology, Ryan Avery is one of the most profound keynote speakers on strategic communication and leadership. At age 25, Ryan became the youngest World Champion of Public Speaking in history, competing against more than 30,000 contestants from 116 countries to claim the 2012 World Championship for Toastmasters International. As an Emmy-award winning journalist, two-time best selling author and seven-time world record holder, Ryan has delivered more than 1,000+ keynotes in 33 countries around the globe. Ryan currently lives in the United States with his family and is on the mission to show leaders how to Go From A to THE® in their industry! Learn more at www.RyanAvery.com