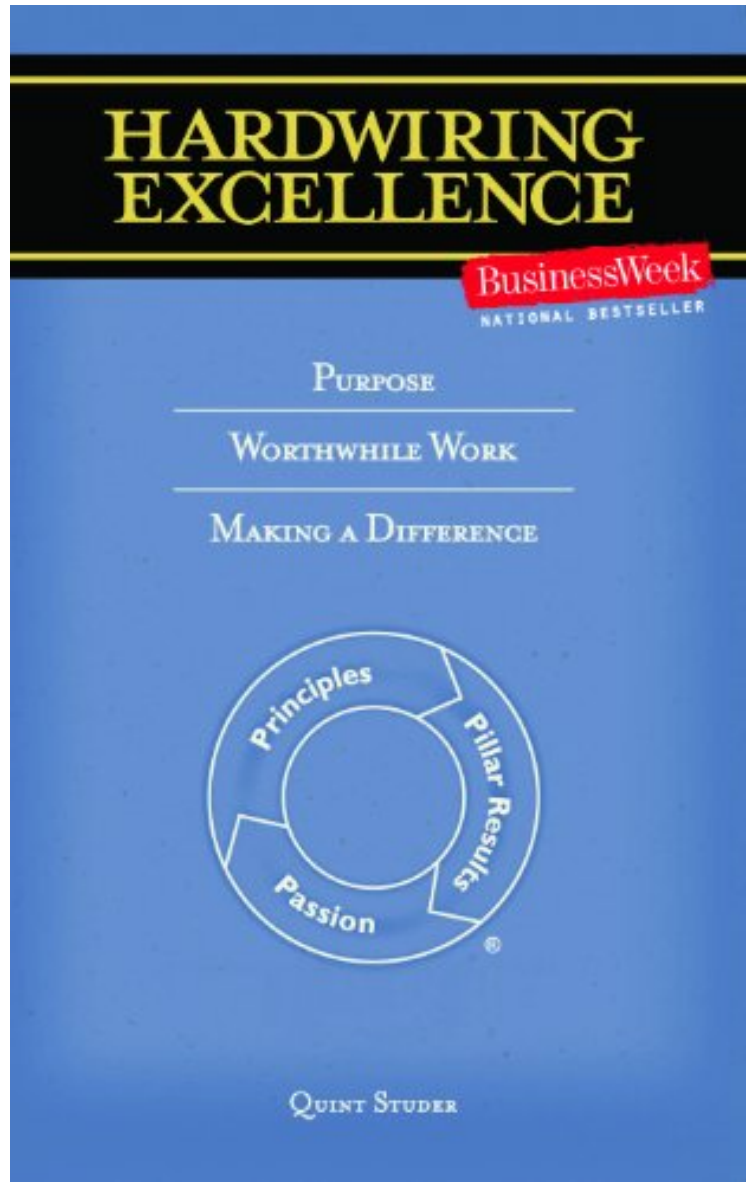


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Quint Studer

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Work, Making a Difference:

A "textbook with passion", *Hardwiring Excellence* offers a road map and practical how-to guide for creating and sustaining a culture of service and operational excellence. In this book, author Quint Studer, CEO of Studer Group, draws on his personal experience as a former hospital executive who led two organizations to the top 1% in patient satisfaction and his experience coaching hundreds of healthcare organizations since. Studer, a nationally acclaimed educator, coach, and thought leader in healthcare today, is a master storyteller, mixing "chicken soup style" stories with personal insight, simple tools, and in-depth recommendations on how good organizations can become great ones. Based on Studer Groups Nine Principles SM, Quint Studer shows how to retain more employees; ensure better customer service; build strong leadership, align organizational values, goals, and results; increase communication; reward and recognize individual success while also requiring accountability; and move operational performance for better financials, market share, and growth. At the core of the journey, he says, is a sense of purpose, worthwhile work and making a difference. When organizations learn how to harness this passion in their employees, they create a success spiral with ever increasing momentum. In fact, Richard L. Clarke, FHFMA, President and CEO of Healthcare Financial Management Association says, "Quint Studers Nine Principles of service and operational excellence provide the missing link between people power and strong financials. Its about courageous leadership."