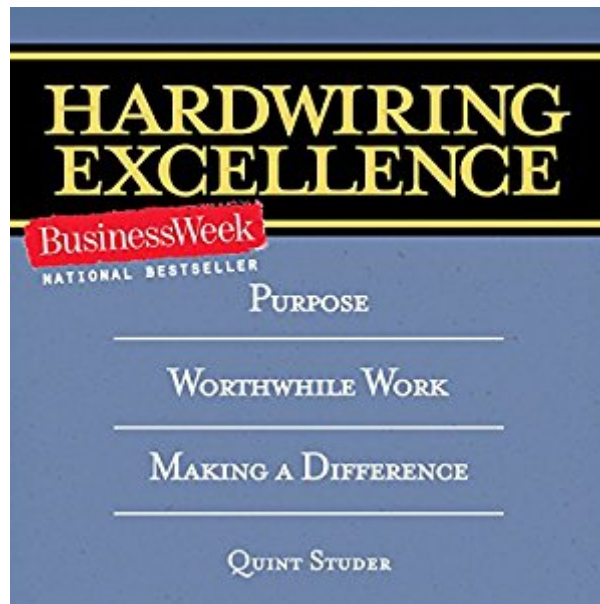


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# Hardwiring Excellence: Purpose, Worthwhile Work, Making A Difference



## Synopsis

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, founder 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 Group's 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 Studer's Nine Principles of service and operational excellence provide the missing link between people power and strong financials. It's about courageous leadership."

## Book Information

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## Customer Reviews

Learn from one of the best in Quint Studer. He ain't your ordinary hospital consultant. In fact, he

probably wouldn't call himself a consultant at all; he's a "Fire Starter" and a "Coach." From a high school GPA of 1.3 to Special Ed teacher to hospital President to Founder of the Studer Group, this man has a genuine passion to make a difference in healthcare and on society. In his first COO role at Holy Cross Hospital, he took his hospital's patient sat scores from 5% to 94% in one year. At his first Administrator position in Baptist Hospital, he decreased employee turnover from 30% to 12% and also founded the Baptist Leadership Institute. It's hard to argue with results like that, and Quint tells us exactly how to do it in our hospitals. In my view, this book is well-balanced between motivation and practical to-do's. In fact, I think the magic of this book is how well Quint covers both issues: the heart (the emotions/psychology, human nature) and the mind (hard-nosed focus on hard-core results). I think most hospital leaders could pick up this book and actually put some or all of the principles into practice, even in difficult working environments. And that is exactly Quint's intent.

I heard this book mentioned in a podcast as the speaker's favorite book. I purchased and read the book and did find many good principles and take aways. I did not realize that this book was written specifically for the Healthcare Profession. I have looked at the "Hardwiring" of the 9 principles presented and they would just not work in my field. If you are in a hospital or related field this would probably be a 5 star book. I've gleaned some good information and will consider it a good book for my purposes.

Quint has an amazing way of always connecting, always reducing the complexity and showing the way to simplicity in the pursuit of excellence. His advice and coaching tips are real-world and real-time and shouldn't be thought of as exclusive to healthcare. It would be difficult to make it to the end without identifying one or two leadership-enhancing behaviors....ready to be put to use tomorrow. Having attended his speaking engagements, I can share that "Hardwiring Excellence" is like an extended conversation with Quint.

I love this style of presenting this information. My only negative thought is that the book evolves around providers and patients. It tends to leave 80% of the work force in the shadows. Referred to but not reconized as important to success. Not sure this is what you wanted to do but that's the way I read it.

Great books.....bought for all my Charge Nurses to read and get engaged in Studer principles.

Everyone is happy with it and I'm also happy with the reading and the results of this great book. It takes you back to the basics and helps you to have a purpose, worthwhile work and make a difference in others lives!

An excellent book and a "must read" for all healthcare leaders and managers. This is the 3rd time that I have used this book with mostly new and/or inexperienced managers and it never fails to jump-start some excellent discussions and stimulating ideas. Just common sense things that if we committed to doing everyday and requiring the same of all team members, the differences in any organization would be astounding. Nothing magical here, just how to give great care, do the most basic things - answer call lights, show respect, round for outcomes, and show appreciation. The dividends those deposits make are enormous. Try it - you have nothing to lose and so much to gain!

I have been a Lean Production Systems Practitioner for over twenty years and have had the privilege of learning from some of the original teachers of Lean in the United States. I have been influenced by Deming, Juran, Goldratt, Peters, Covey, Kotter, Drucker, Greenleaf, Senge and many other authors on leadership and management of change and continuous improvement and organizational learning. I first read Quint Studer's book as I began a project to implement lean systems in several hospitals. "Hardwiring Excellence" will always rank as one of my favorite books on leadership. I especially enjoyed Studer's personal story and recognition of himself as "the problem" and his transformation as an effective leader and organizational catalyst.

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