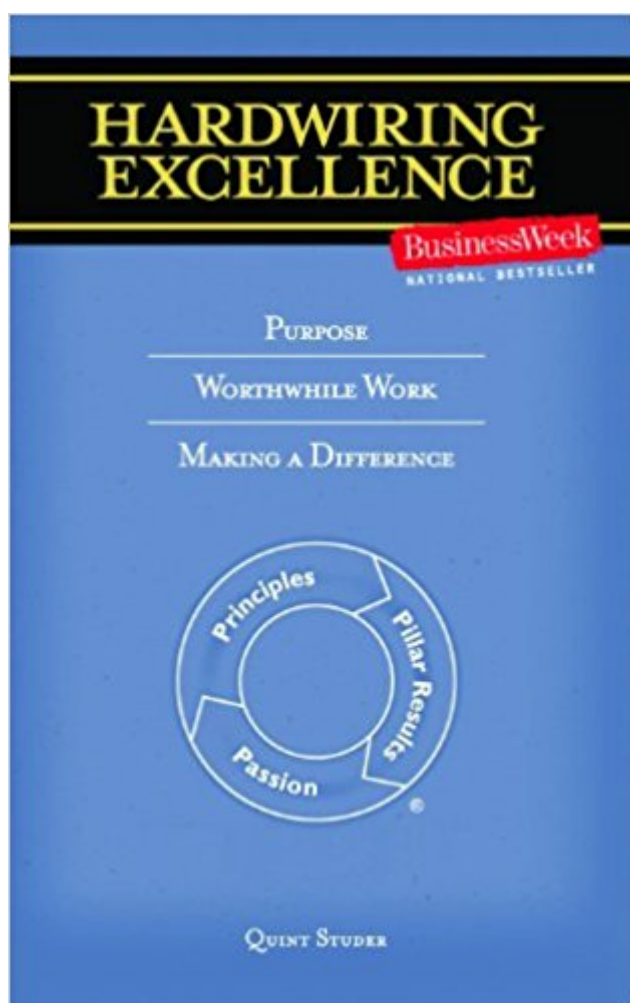


The book was found

# 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, 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 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

Paperback: 280 pages

Publisher: Fire Starter Publishing; 1ST edition (2003)

Language: English

ISBN-10: 0974998605

ISBN-13: 978-0974998602

Product Dimensions: 8.9 x 6 x 0.8 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 4.5 out of 5 stars 105 customer reviews

Best Sellers Rank: #19,061 in Books (See Top 100 in Books) #4 in [Books > Medical Books > Medicine > Doctor-Patient Relations](#) #11 in [Books > Medical Books > Administration & Medicine Economics > Hospital Administration](#) #19 in [Books > Business & Money > Management & Leadership > Management Science](#)

## Customer Reviews

...such an important tool to reinforce all we've learned from Quint's mentorship over the years. -- Geralyn Lunsford, CNO, North Ridge Medical Center, Ft. Lauderdale, FLI have re-read it, and am sharing some important insights with my staff today. -- Pam Hundt, RN, BSNI think the book offers a valuable ongoing learning experience... --Cam Underhill, Director of Education and Organizational Development, Palmetto Health Baptist Easley, Easley, SC

Author Quint Studer, CEO of Studer Group, draws on his vast experience coaching hundreds of healthcare organizations nationwide with stories, examples, and simple tools that drive world-class organizations

I already own this book and purchased again so I have one in each of my offices. This is a great reference for hospital patient experience processes - easy to understand, easy to implement, with statistically proven results. Quint Studier writes from experience both as a patient as well as a hospital administrator! Definitely worth the read!

Please allow this be my first hardwired Thank You! Thank you Mr Studer for writing an inspiring and positive book. Really, it is a manual for achieving results, backed up by personal experience and successes. This program approaches customer service and quality through voluntary participation of employees. It is a self-sustaining quality improvement program fueled by politeness, positivity and genuine interpersonal contact regardless of rank. Hardwiring Excellence is complete with actionable instructions that are clear to understand. Soon after finishing this book, I ordered Results That Last.

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!

Great for implementing change.

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 recognized as important to success. Not sure this is what you wanted to do but that's the way I read it.

I was warned this was a hard read, a challenge. Little scary thought to start an assigned reading. But this turned out to be a very interesting, well thought out, easy to read book. I loved how he laid it out and looped back throughout chapters on key elements. I'd recommend it to every level of the hospital staff, not just the "leaders" or bosses.

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!

Excellent base for all leaders - existing and emerging. Need to read this so you have a foundation prior to reading the other Studer books.

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