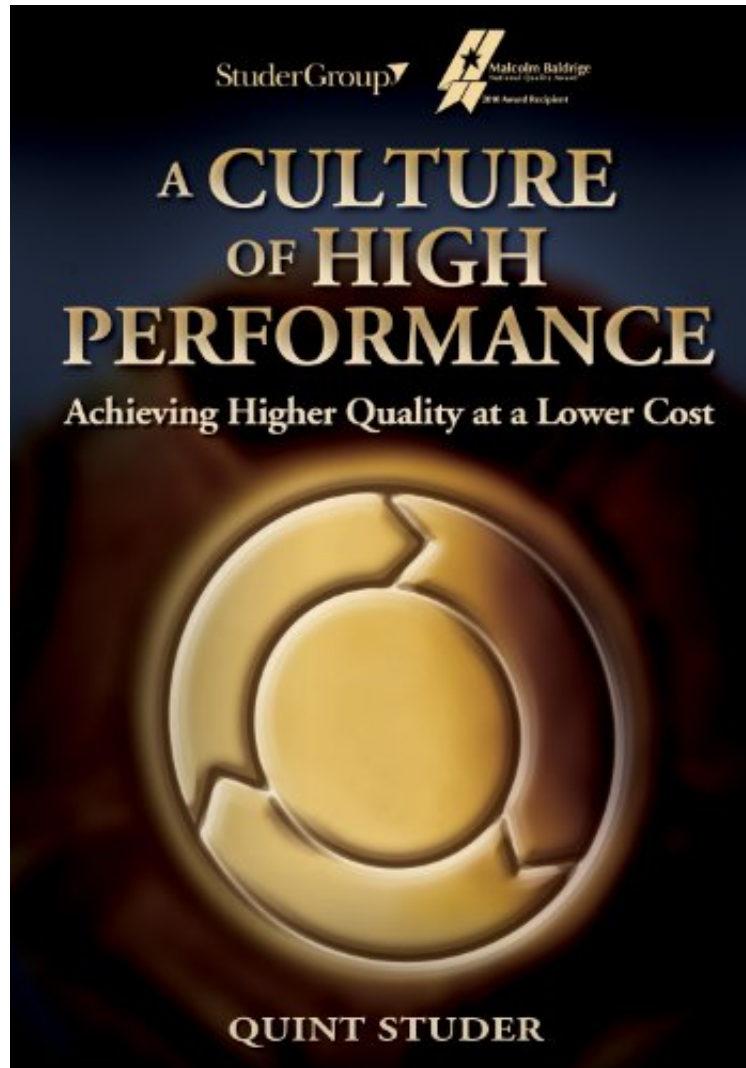


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## A Culture of High Performance: Achieving Higher Quality at a Lower Cost

Quint Studer

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**Quint Studer : A Culture of High Performance: Achieving Higher Quality at a Lower Cost** before purchasing it in order to gage whether or not it would be worth my time, and all praised A Culture of High Performance: Achieving Higher Quality at a Lower Cost:

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Freddy Mostly common sense but a great and well written review for any healthcare leader. I expect nothing less from Studer. 1 of 1 people found the following review helpful. A Refreshing Guide to Leading an Organization to Great Performance By Lynne of Mt Dora This text builds on the learning initiated in Hardwiring Excellence. New and updated research take Hardwiring Excellence to the next level in a way that provides new insight and great tips that can be applied right away! A book with healthcare examples at its heart, but meant for any leader who wants to make their organization the very best place it can be.

In healthcare, even the way we change has changed. Quint Studer's new book helps you hardwire the skills you need to perform at a higher level continuously. Our industry has always dealt with change. But the environment we're navigating now requires change at a whole different level. We've moved from experiencing episodic change to continuous change and as John Kotter has famously noted, that requires a whole different set of skills and a whole different level of urgency. In his new book *A Culture of High Performance: Achieving Higher Quality at a Lower Cost*, thought leader Quint Studer explains how to leverage the powerful values that have always defined healthcare people: passion, fortitude, willingness to learn to meet the challenges of our disruptive external environment. Writing in his trademark conversational style, he lays out the framework, principles, processes and tactics that hardwire excellence in your organization all the while growing a culture of consistent reliable execution that drives quality higher and higher (and higher!) as it controls costs. The book reveals: A look at the latest research that validates which behaviors and practices truly work The framework and core principles that lay the foundation for dramatic culture change A simple seven-step model that helps you diagnose shortfalls, develop a treatment plan and hardwire the systems that drive performance Why transparency and straight communication build trust and foster engagement How to create and cascade a clear set of objective, weighted, aligned goals that break down silos and hold people accountable for achieving outcomes A method for ensuring that leaders get the training and development they need High-impact tactics that get behavior and processes aligned across your organization The phases of change you can expect and how to help people navigate them How to connect with head people and heart people (most of us are a blend of both) as you seek to drive change *A Culture of High Performance* is the perfect companion to Studer's bestselling classic *Hardwiring Excellence*. Packed with new research and fresh insights all brought to life with humorous, thought-provoking and inspiring stories this book is a must have for any leader struggling to shore up margins while sustaining an organization that's a great place for employees to work, physicians to practice medicine and patients to receive care.

Boards want to know that the organizations they govern are performing well. But they also want to know they're operating on a foundation that will lead to continued good performance in a future that is all but unknowable today. Given the pace of change in healthcare, that's a tall order to fill, but Quint Studer has unlocked the formula. Quint understands that culture is key, that it pervades every aspect of performance from quality of care to the quality of the patient experience and even the financial bottom line. This book is an easy read that delivers a wealth of information about how to establish and sustain a high-performance culture in your organization. I recommend it highly. --F. Kenneth Ackerman, Jr., President Emeritus, Geisinger Medical Center; Chairman, INTEGRATED Healthcare Strategies Quint has led the industry in demonstrating how an emphasis on the patient experience and employee/physician engagement can translate into better quality care and superior financial performance. Rather than provide high-level theoretical solutions, Quint provides practical step-by-step proven tactics to achieve desired results. --Nathan Kaufman, Managing Director, Kaufman Strategic Advisors, LLC The healthcare industry needs to turn the vicious cycle of inefficiency, increasing costs, and lower quality into a virtuous cycle of transparency, efficiency, and the highest level of quality. This must happen one organization at a time. The key is to create a culture capable of not just setting such a transformation in motion, but also sustaining it. As Quint Studer likes to say, 'Culture beats strategy every time.' In this illuminating book, he explains how unbeatable cultures are born and nourished. --James Orlikoff, President, Orlikoff Associates, Inc. About the Author Quint Studer is the founder of Studer Group, a recipient of the 2010 Malcolm Baldrige National Quality Award. Inc. magazine named Quint its Master of Business, making him the only healthcare leader to have ever won this award. Twice Modern Healthcare has chosen him as one of the 100 Most Powerful People in Healthcare. He is the author of numerous books, including *BusinessWeek* bestseller *Hardwiring Excellence*, which has sold more than 700,000 copies.