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Acknowledge, Introduce, Duration,

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engagement.

Customer Service Archives - Quint Studer

A patient can be satisfied because they are discharged from the hospital but they may not be engaged in taking greater responsibility for their health. Watch as Craig Deao, Studer Group Senior Leader and Speaker, explains the evolution from satisfaction to experience to engagement.

Patient Engagement vs. Patient Satisfaction ... - Studer Group

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In our experience coaching more than 400 health care organizations at Studer Group, Rounding for Outcomes is the single best way to raise employee satisfaction, loyalty, and ultimately attract and retain high performing employees. It's a practice that helps employees feel they have purpose, are doing worthwhile work, and are making a difference.

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Quint Studer is a businessman, entrepreneur and founder of the Studer Community Institute. He spends his time volunteering to support the growth of the Pensacola community. For more than 30 years, he has given his life to designing the building blocks in organizations that will guide them to achieving and

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sustaining a culture of high performance.

Pensacola Leadership Training - Quint Studer

by Quint Studer Recently a nurse told me about a patient who thanked her for saving his life. She said, "When I called, the patient recognized my name and started to express his gratitude.

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