



Dr. Kaplan is Medical Director of Care Transformation and Director of the BWell Center for LCMC Health in New Orleans, LA. He is Clinical Associate Professor of Medicine, LSU Health Sciences Center, and an attending physician and academic faculty for the Emergency Medicine Residency at University Medical Center New Orleans. Dr. Kaplan is a past President of the American College of Emergency Physicians (ACEP) and current national faculty for ACEP, as well as a member of the National Academy of Medicine Action Collaborative on Clinician Well-Being and Resilience. Dr. Kaplan is past Medical Director of Studer Group and past Director of Service and Operational Excellence for CEP America (now Vituity). A graduate of Harvard College and Harvard Medical School, he was named ACEP's Outstanding Speaker of the Year in 2003, and in 2007 Studer Group honored him with their Physician Fire Starter Award. Other honors include the Grace Humanitarian Award of the Thomas Jefferson University Hospital Department of Emergency Medicine (2011), the University of Maryland Department of Emergency Medicine Outstanding Leadership in Emergency Medicine award (2014), and a Letter of Commendation from ACEP in September 2018.

Dr. Kaplan served as Chairman of the Department of Emergency Medicine (1985-2001) and as a Medical Staff Officer including Chief of Staff (1992-2001) at Saint Barnabas Medical Center in Livingston, NJ. As Chairman of Emergency Services for his health system (1998-2001), he led his system's emergency departments to the 98th percentile in patient satisfaction and his own emergency department was in the > 90th percentile for 6 years in a row (1996-2001). As an international speaker and facilitator, Dr. Kaplan has presented to and coached hospital and physician leaders, ...

## Jay Kaplan

### Speech Topics

- Teambuilding
- Resilience
- Leadership
- Healthcare
- Employee Engagement
- Customer Experience

