



A skilled physician with a long history of clinical and management excellence, Dr. Jay Kaplan is the Medical Director of the Studer Group. Nationally recognized as both an expert in the clinical areas of Emergency Medicine and in service excellence, Dr. Kaplan is committed to changing the face of health care today. Jay Kaplan's love of medicine and dedication to excellence is so strong that he continues to practice clinically in the Emergency Department to ensure that he remains close to the patient's, employee's, and physician's points of view. As the author and presenter of over 150 seminars and presentations nationwide, Jay is an outstanding educator and has been awarded national teaching honors in 1996 and 1999 by his colleagues. A graduate of Harvard College and Harvard Medical School, Jay has been practicing Emergency Medicine since 1980 with outstanding results. He has served as Chairman of the Department of Emergency Medicine (1985-2001) and as a Medical Staff Officer (1993-2001) and President of the Medical Staff (1999-2001) at a large east coast medical center. He was also Chairman of Emergency Services for a large health care system (1998-2001), charged with creating a brand-name emergency services product excelling in patient satisfaction and clinical quality outcomes, and he was a Vice President of Medical Affairs for a large medical group. Under his guidance his health system emergency departments reached the 98th percentile in patient satisfaction among health systems surveyed by a national survey company. He brings the perspective of both the practicing clinician and that of medical staff leader to what he does.

An expert in the culture change process, Jay has worked with hospitals, emergency departments, and medical groups to imp...

Jay Kaplan

### Speech Topics

- Healthcare

