



A strong advocate of patient-centered care and cultures of safety, **Karen Cook** is a national speaker known for her passionate, enthusiastic style and her ability to “get to the heart of the matter.” Demonstrating her passion for quality patient care, she served as the primary author of the Studer Group HCAHPS toolkit. She has helped hospitals implement the HCAHPS survey since 2005, including participating in early focus groups with the Agency for Healthcare Research and Quality. This work became a springboard for the popular and practical guide *The HCAHPS Handbook*, published in 2010 by Fire Starter Publishing.

PROFESSIONAL EXPERIENCE

With more than 30 years of experience in the healthcare industry, Karen has been involved in coaching some of the largest healthcare systems in this country. Karen’s nursing and administrative background provide the expertise necessary to help organizations favorably impact safe and quality patient care, employee loyalty, efficiency, professionalism, and profitability. Most important to her is building cultures of ownership. She believes that if we can create the kind of environment that employees enjoy and that allows them to thrive and grow, they in turn will create cultures of exceptional quality for those who come to us in their most vulnerable times of need.

Testimonials

“Karen did a great job of sharing the information at a level relevant to all members of the audience, from staff nurse to CNO. Thanks!!”

- Hendricks Regional Health.

“Karen was a great speaker. She was very eloquent and knowledgeable in her presentation. I would like to have her come back again.”

- St. Luke’s Episcopal Health System.

Karen Cook

Speech Topics

- Safety
- Keynote
- Healthcare
- Communication Skills
- Coaching / Mentoring
- Coaching

