

# Lisa Reich, RN,

Is an Expert on Leadership, Nursing, Trust, and Well-Being.

## ENGAGE HER TO SPEAK TO YOUR GROUP.

Lisa's passion for better healthcare has impacted hundreds of organizations, thousands of caregivers, and even more patients. She speaks on topics like the ones listed below—or ask her to tailor a keynote or workshop for your group.

### LEADERSHIP FUNDAMENTALS

Engage Lisa to speak on any of the topics listed below. She can provide insights on all of them, combine several, or zero in on one for a deep dive.

- Individualized Development Plans
- Time Management
- Recognition
- Communication Skills
- Change Management
- Hiring & Onboarding
- Performance Management
- Relationship Rounding™
- Employee Engagement
- Difficult Conversations

### THE POWER OF TRUST-BUILDING

Plenty of research proves it: The presence of trust has a powerful impact on organizational performance. When trust in leadership is high, there is better employee retention, engagement, morale, well-being...and better patient care.

- To Win the Talent War, Set the Stage for Trust (Ten Cultural Must-Haves)
- Developing Leaders to Enhance Frontline Trust
- Trust-Builders Versus Trust-Busters: Identifying and Leveraging Behaviors That Make a Difference
- What's Your Organization's Trust Quotient? Measuring and Reversing Trust Shortfalls
- Trust-Building Conversations: What to Say, What to Do, and How to Make Real Connections

### CARING FOR NURSES AND PATIENTS

The way nurses experience your organization shapes the care patients receive. To deliver exceptional outcomes, it's essential to support nurses with the respect, resources, and structure they need to thrive—clinically and organizationally.

- Healing the Healers: Creating a Culture of Care for Nurses (That Makes Them Want to Stay)
- The New HCAHPS Questions: Seek First to Understand (Then Use Them to Improve)
- Measuring What Matters: Using Data to Diagnose and Improve Patient Experience
- Say This, Not That: A Communication Framework for Patient-Centered Care
- Connecting Teams: How to Break Down Silos and Foster Collaboration
- Beyond "I'm Sorry": How to Deliver Service Recovery That Patients Remember
- The Power of Presence: How Non-Clinical Staff Can Ease Patient Fear
- A "Rewired" Approach to Leader Rounding on Patients

### CREATING A CULTURE OF WELL-BEING

No one can pour from an empty cup. When healthcare teams feel burned out and unseen, it shows in every patient interaction. Creating a culture that supports well-being is essential—for those who give care and those who receive it.

- Answering the Call: Reconnecting to Purpose in Healthcare
- The Culture Cure: How to Build a Workplace Where Well-Being Thrives
- Replenishing the Emotional Bank Account: Everyday Leadership Habits That Heal
- Empathy in Action: Leadership Strategies That Build Trust and Boost Performance
- Belonging as Burnout Prevention: The Leadership Power of Team Camaraderie
- Gratitude Is a Strategy: How One Daily Practice Can Shift Your Team's Trajectory

# Meet Lisa Reich

Lisa Reich, RN, has experience in leading, working, and consulting in healthcare for over four decades. She has experience as a registered nurse in many settings and capabilities that reach clinical, non-clinical, financial, and administrative branches.

During her tenure with Studer Group/Huron, Lisa led coaching engagements for organizations ranging from critical access to large academic health systems. In working with a broad spectrum of organizations, she is able to adapt strategy that works for organizations to achieve outcomes.

She has worked extensively with many types of healthcare organizations including acute care, ambulatory, emergency/urgent care, medical practices, behavioral health, and substance use treatment centers.

Speaking to inspire, Lisa uses real-life experiences to connect training for audiences that are applicable to their current work. She focuses on being human and using her strengths to give back to others.

Lisa joined Healthcare Plus Solutions Group® to bring enhanced solutions to the healthcare industry.



## About HPSG

Healthcare Plus Solutions Group® (HPSG) was founded by Quint Studer and Dan Collard in 2022. Powered by a team of healthcare industry and talent management experts, HPSG specializes in delivering Precision Leader Development™ solutions to healthcare organizations across the continuum of care and their teams. With tightly customized services that look at the whole health of an organization, HPSG works closely with its partners to diagnose their most urgent pain points; design smart, collaborative solutions; and execute a coaching plan that delivers measurable results. With partnerships across the country, HPSG's primary mission is to have a positive impact on those who receive care and those who provide care.