

# Regina Shupe

Is a Thought Leader, Innovator, and Master of Transformative Change.

## ENGAGE HER TO SPEAK TO YOUR GROUP.

Regina and her leadership teams help organizations attain best-in-class performance. She is available to speak on topics like the ones listed below—or she'll gladly tailor a keynote or workshop for your group.

**Building Trust from the Inside Out: Tools & Tactics to Amplify Trust in the Healthcare Workplace.** Shupe overviews the latest research on trust inside organizations. She looks at why trust has decreased, the problems it causes, and its impact on performance—and shares trust busters and trust amplifiers you need to know about.

**Is It Time to Rewire What Once Served You Well?** Shupe walks you through questions about popular tools, tactics, and behaviors that may be hardwired into your organization: *Is the current system achieving the needed results? Is it truly doable?* Does it build relationships? If you're not sure the answer is yes, it may be time to rewire.

**Building a Culture of High Performance:** Shupe overviews the building blocks that create and sustain a high performing culture, one where leaders and employees thrive and are highly engaged, all so that patients can receive the best possible outcomes.

**Why Talent Leaves, Why Talent Stays: What Every Leader Needs to Know.** For most of us, attracting and retaining good people is top of mind. We count them to provide compassionate care, create great patient experiences, and deliver the best outcomes. Shupe shares high-impact tips and tactics for creating a culture where people want to be.

**Making Change Manageable: How to Break It Down and Roll It Out Successfully.** Change is never easy, but when you understand the psychological and emotional aspects, it *is* doable. Learn powerful techniques for creating a sense of urgency, supporting people through uncertainty, and leveraging small wins to keep change moving forward.

**Building High-Performing Teams: How to Break Down Silos and Foster Collaboration.** Unified teams drive better outcomes. Discover tactics for building connections, strengthening engagement, and paving the way for collaboration between departments, disciplines, and diverse care teams—so everyone is aligned around what matters most: the patient.

**Every Interaction Counts: How Small Moments Shape the Patient Experience.** The words we choose determine whether patients trust us, feel confident, and ultimately comply with treatment plans—or not. Shupe teaches a high-impact communication framework designed help nurses and other team members optimize the patient experience.

**Nurturing Your Nurses: Invest in Their Wellbeing to Engage Them, Empower Them, and Set Them Up to Thrive.** How nurses experience your organization directly impacts how patients experience their stay with you. It's vital to not only treat them well but also to equip them to provide excellent clinical care and be part of a well-run organization.

**From Burnout to Buy-In: How to Reignite Passion and Commitment.** Regina Shupe lays out a blueprint for improving engagement, building trust and belonging, and prioritizing employee wellbeing. The result is an “I want to work here” culture that attracts great people, connects them to meaning, and inspires them to perform at the top of their game.

# Meet Regina Shupe

Regina Shupe, DNP, RN, is advisor, speaker, author, and thought leader for Healthcare Plus Solutions Group®. She brings more than 30 years of nursing leadership and healthcare operational leadership. Regina is a consummate innovator. Driven by the connection between positive team culture and improved patient outcomes, she leads transformative change by helping organizations leverage proven clinical, operational, and leadership development practices.

From her days as a “candy striper” to her years of service as a healthcare executive, Regina has devoted her life to caring for patients, families, team members, and physicians. As a nurse, she enjoyed the intersection between the heart and science, healing patients from the inside out. As a leader, she sees the positive correlation between the experience of team members and the experience of patients. She believes when we intentionally design meaningful and memorable experiences for team members, physicians, and patients, we are able to heal, as well as truly transform healthcare.



She holds a Doctor of Nursing Practice degree. She is a member of Sigma Theta Tau International and the Emergency Nurses Association. She holds a certification in LEAN for Healthcare.

Regina is the author of *Advance Your Emergency Department: Leading in a New Era* as well as multiple articles. Her second book, *Rewiring the Emergency Department: Innovative Solutions for Modern Emergency Care*, is set to be published in the fall of 2025.

## 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.