



Since 2006, **Craig Deao**, MHA, has been an integral part of Studer Group as a senior leader for the organization's speaking and conferences teams, and he now directs thought leadership across Huron's broader healthcare practice. Craig is a highly regarded national speaker on leadership, engagement, quality and patient safety. He works with medical staffs and healthcare executives to create highly reliable organizations where employees want to work, physicians want to practice and patients want to receive care. He also co-led the organization's journey to become a recipient of the Malcolm Baldrige National Quality Award in 2010. In 2016, Craig harnessed his field experience in healthcare to author the book, "The E Factor: How Engaged Patients, Clinicians, Leaders, and Employees Will Transform Healthcare." In addition to his full-time work with Studer Group and Huron, he serves as faculty for the American College of Healthcare Executives (ACHE). Born and raised in New Orleans, Craig received two bachelor's degrees from Louisiana State University. He received a master's degree in healthcare administration from the University of Minnesota. Craig now lives in Pensacola, Florida, where he serves on the quality committee of his local health system. He is married to Julie and is the proud father of Sam and Jack.

Craig's career has been a blend of operational leadership and hands-on experience in the field. As a result, he's been able to use within the company the same evidence-based leadership principles Studer Group teaches its partners. He's seen firsthand the power of hardwiring a handful of practices that align goals, behaviors, and processes with employee engagement and customer loyalty for Studer Group, both ranked in the top 1 ...

Testimonials

"I have been inundated with email regarding Craig's presentation. Our leaders were very pleased with his style and especially his familiarity with our organization. I couldn't be happier! Craig received the highest rating of any of our speakers in the last couple of years!"

- **Franciscan St. Francis Health (Indianapolis, IN).**

"I was so pleased about how knowledgeable Craig was about our goals and needs despite the fact that we pulled this event together in such a short fashion. I had spoken with him just a week prior to the event. The presentation was excellent. The exercise was very helpful. Craig exceeded my expectations."

- **Cox Monett Hospital (Monett, MO).**

Craig Deao

Speech Topics

- Leadership
- Healthcare

