AMER KAISSI, Ph.D.
Speaker Press Kit

INSPIRATION AND INNOVATION
FROM EXPERIENCED HEALTHCARE SPEAKERS
Providing on-site training for your leaders is a fast and economical way to bring your entire team up-to-speed on the industry’s hottest topics and create organization-wide urgency to execute change. Studer Group’s speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We’re more than a speakers’ bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems including financial challenges, patient safety and quality, pay for performance, and more. Prior to your event, Studer Group speakers and our support team work side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Studer Group speakers deliver the perfect balance of inspiration and education for every audience.
Amer Kaissi, Ph. D

NATIONAL TRAINING

WATCH THIS SPEAKER IN ACTION.

Dr. Amer Kaissi is an award-winning professor at the Healthcare Administration Program at Trinity University, a top-10, nationally-ranked program. He teaches courses in healthcare management, strategic planning, marketing, human resources management, and also directs the executive program.

Dr. Kaissi is the author of “Flipping Healthcare through Retail Clinics and Convenient Care Models,” and “Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders,” published in August 2017. He has a passion for speaking on convenient care models, healthcare leadership, humility and compassion, executive coaching, emotional intelligence, physician leadership, strategic planning and population health. Dr. Kaissi, an avid soccer fan, lives in San Antonio, Texas with his wife Wafaa and two children Maria and Adam.

PROFESSIONAL EXPERIENCE

Dr. Kaissi joined the faculty of Trinity University in 2003 after earning a Ph.D. in health services administration, research and policy from the University of Minnesota. Prior to that, he earned a Master of Public Health in hospital administration from the American University of Beirut in his native country, Lebanon. His research interests include leadership, convenient care and retail clinics, strategic planning, quality of care and patient safety. He has published extensively on these topics in various administrative and clinical journals. Dr. Kaissi, a certified professional executive and physician coach, works with healthcare administrators and physicians to help them maximize their leadership potential. He also consults with hospitals and physician practices on strategic and business planning, and marketing projects.

INDUSTRY SPEAKING ENGAGEMENTS

- “Agility and Resilience in Healthcare Leadership: Key Behaviors for Leading Change”- American College of Healthcare Executives, Leadership Cluster, Chicago, IL
- “National Healthcare Trends: What Does the Future Hold?”- Doctors Hospital of Laredo/Fort Duncan Medical Center, Board & Medical Executive Committee Retreat, Laredo, TX
- “How to Build a Culture of Kindness and Accountability”- Catholic Healthcare Association of Ontario, Leadership Retreat, Toronto, Canada
- “How to Build a Culture of Kindness and Accountability”- Sisters of Charity of Leavenworth Health System, Leadership Retreat, Boulder, CO
- “Traits of High-Performing Leaders”- Bexar County Medical Society, Leadership Development Program, San Antonio, TX
- “Coaching Physician Leaders for Well-Being & Performance”- Well-Med International Meeting on Wellbeing and Performance in Clinical Practice, Prioria, Greece
- “How Humility & Kindness Can Create a Culture of High Performance”- HCA Medical City Division- Leadership Development Institute, Irving, TX
- “How to Build a Culture of Kindness and Accountability”- HCA Gulf Coast Division- Leadership Development Institute, Houston TX
- “Leadership Intangibles: How Humility and Kindness Can Drive High Performance”- Virginia Hospital and Healthcare Association, Glen Allen, VA
- “Humbitious Leaders, Narcissists and Chocolate Cake”- American College of Healthcare Executives, Health Administration Press Talks, Chicago, IL
- “How to Build a Culture of Compassion & Accountability”- North American Partners in Anesthesia, Newark, NJ

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“Kindness & Accountability in Leadership and at Work” - Kaiser Permanente, Southern California Permanente Medical Group, Leadership Retreat, Mercula, CA

EDUCATION AND CERTIFICATIONS

- Bachelor of Science, Environmental Health, American University of Beirut, Lebanon
- Master of Public Health, Hospital Administration, American University of Beirut, Lebanon
- Ph.D. in Health Services Research, Policy and Administration, University of Minnesota, Minneapolis, Minnesota
- Certificate in Executive Coaching, College of Executive Coaching, Arroyo Grande, California
- Certificate in Physician Coaching, Physician Coaching Institute, Bellevue, Washington

PROFESSIONAL ASSOCIATIONS

- Member, American College of Healthcare Executives (ACHE)
- Member, Society for Studies in Organizing Health Care

PUBLICATIONS/SPEAKING ENGAGEMENTS

- “Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders,” Health Administration Press, August 2017
- “If You Can’t Beat Them, Join Them: What Can Primary Care Physicians Learn from Retail Clinics?” San Antonio Medicine, December 2016
- “Flipping Health Care through Retail Clinics and Convenient Care Models,” IGI Global Publishers, 2014
- “How Satisfied are Hospital Systems with their Ownership of Retail Clinics?” Journal of Healthcare Management, March/April 2013
- “Primary Care Physician Shortage, Health Care Reform and Convenient Care: Challenge Meets Opportunity?” Southern Medical Journal, November 2012
- “Bringing Studer to the Classroom: Teaching Tools for Graduate Programs,” Journal of Health Administration Education, Fall 2011
- “Hospital- Affiliated and Hospital-Owned Retail Clinics: Strategic Considerations and Operational Challenges,” Journal of Healthcare Management, September/October 2010

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NATIONAL HEALTHCARE AGENDA AND THE FUTURE OF HEALTHCARE

Audience: All Leaders
Focus: National Trends, Change, Innovations

The only constant in healthcare is change. This session focuses on the recent trends and events taking place in the national healthcare arena by examining the latest reports, analyses and research studies with a special focus on quality, cost, access and convenience. The major trends that are assessed include innovations and consumerism, the patient experience, switching to value-based payments, consolidations, and the workforce.

Learning Objectives:
- Become familiar with the latest national trends and events that affect cost, quality, access and convenience
- Discuss the latest national reports, analyses and research evidence relating to consumerism, the patient experience, switching to value-based payments, consolidation and the workforce
- Summarize environmental priorities and implement new strategies for the future

CONVENIENT CARE MODELS AND RETAIL MEDICINE: THE ROLE OF HEALTH SYSTEMS

Audience: Executive Leaders, Directors, Managers and Supervisors
Focus: Change Management, Quality and Safety, Innovative Disruption

Convenient care models and retail medicine have created new opportunities for disruptive innovations in healthcare. This session discusses several of these models and innovations, such as retail clinics, urgent care centers, workplace clinics, virtual/online clinics and house call services, among others. Supported by research, real-life case studies and based on the speaker's book, "Flipping Healthcare," this session emphasizes what hospitals and health systems can do to take full advantage of these emerging trends.

Learning Objectives:
- Describe the latest trends in convenient care and retail medicine
- Understand the role that hospitals and health systems can play in convenient care and retail medicine
- Develop new strategies that increase access points and maximize integration and growth

LEADERSHIP INTANGIBLES: HOW HUMILITY AND COMPASSION CAN DRIVE HIGH PERFORMANCE

Audience: All Leaders
Focus: Leadership, Engagement

Despite strong evidence of arrogance and narcissism in society, humility and compassion are making a surprising comeback in business and leadership. Built on research from different fields, this session suggests that leaders who combine humility and compassion with ambition and determination can lead themselves, their teams and their organizations into high performance. Supported by real-life case studies and interviews, this presentation is based on the speaker's book, "Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders."

Learning Objectives:
- Understand the importance of humility and compassion in leadership
- Discuss the latest research evidence that shows how humility and compassion can lead to high performance
- Implement behavioral changes that are compatible with humility and compassion
CAN A GOLFER LEARN TO PLAY FOOTBALL? COACHING PHYSICIAN LEADERS INTO HIGH PERFORMANCE

**Audience:** Executive Leaders, Physician Leaders  
**Focus:** Physicians, Leadership, Engagement, Communication

Just like a golfer will struggle to play professional football, physicians transitioning into leadership positions face significant challenges. Educational degrees and training programs are necessary but not sufficient to address these challenges. Training must be augmented by robust assessments and self-reflection facilitated by formal executive coaching programs. In this session, the speaker will draw on his experiences as a physician coach and organizational researcher to present a comprehensive model of physician leader transitions. Supported by organizational models and real-life case studies, he offers new insights to address the challenges of these transitions.

**Learning Objectives:**
- Understand the challenges of physicians transitioning into leadership positions
- Discuss the importance of educational degrees, organizational development programs and executive coaching in facilitating physician leadership transitions
- Develop new strategies for maximizing the leadership potential of new physician executives

POPULATION HEALTH MANAGEMENT: CHALLENGES, OPPORTUNITIES AND STRATEGIES

**Audience:** Executive Leaders, Directors, Managers and Supervisors, Nurse Leaders, Physician Leaders  
**Focus:** Patient Experience, Change Management, Quality and Safety

Population health management is an emerging approach to promoting health, preventing illnesses and navigating healthcare challenges in a changing payment and regulatory environment. This session uncovers obstacles that healthcare organizations currently face in their population health strategies and explores opportunities available to maximize these efforts. Building on real-life case studies and research, this session highlights new approaches to increase services across the care continuum.

**Learning Objectives:**
- Understand the importance of population health management in today’s healthcare environment
- Discuss the challenges and opportunities faced by population health efforts
- Develop new strategies to increase services across the care continuum

LEADING WITH SELF-AWARENESS AND MINDFULNESS TO MAXIMIZE PERFORMANCE

**Audience:** All Leaders  
**Focus:** Leadership and Performance

This session shows that self-awareness is the starting point of leadership and that mindfulness is a highly needed skill that leaders can develop. Self-aware leaders understand their own values, their patterns of behaviors and their impact on others. Mindful leaders remain calm under pressure and are present and know how to listen to others. The presenter uses research evidence and case studies to show that self-awareness and mindfulness can maximize a leader’s performance. The presentation ends with specific take-home behaviors.

**Learning Objectives:**
- Understand the importance of self-awareness and mindfulness in leadership
- Discuss the latest research evidence that shows how self-awareness and mindfulness can lead to high performance
- Implement behavioral changes that are compatible with self-awareness and mindfulness

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HOW TO BUILD A CULTURE OF KINDNESS AND ACCOUNTABILITY

**Audience:** All Leaders, All Healthcare Roles  
**Focus:** Leadership, Inspiration & Purpose

Many people mistakenly believe that kindness doesn’t have a place at work, and they think that kind employees and leaders are weak, non-confrontational and non-accountable. This session will argue, based on research evidence and case studies, that when compassion and kindness are combined with strength and accountability, employees and leaders can maximize their performance individually, for their teams and for their organizations. The session ends with specific take-home behaviors on applying kindness and accountability in everyday workplace and leadership situations.

**Learning Objectives:**
- Understand the importance of kindness and accountability in leadership
- Discuss the latest research evidence that shows how kindness and accountability can lead to high performance
- Implement behavioral changes that are compatible with kindness and accountability

BUILDING HIGH-PERFORMING TEAMS: THE ROLE OF PSYCHOLOGICAL SAFETY, TRUST AND HONEST FEEDBACK

**Audience:** All Leaders  
**Focus:** Leadership, Teamwork

This session shows that building an environment of psychological safety, trust and honest feedback are essential for creating high performing teams. When people feel that their team is a place where they can speak up, offer ideas and ask questions without fear of being embarrassed or punished, trust is developed. Once trust is in place, leaders can then provide periodic, honest and direct feedback which leads to high performance at the individual and team levels. The presenter uses research evidence and case studies and ends the session with specific take-home behaviors.

**Learning Objectives:**
- Understand the importance of psychological safety, trust and honest feedback in teamwork and leadership
- Discuss the latest research evidence that shows how of psychological safety, trust and honest feedback can lead to high team performance
- Implement behavioral changes that are compatible with psychological safety, trust and honest feedback

GENEROSITY AS A LEADERSHIP STYLE

**Audience:** All Leaders, All Healthcare Roles  
**Focus:** Leadership, Inspiration & Purpose

Generous leadership is rooted in the concept of servant leadership. Generous leaders give their time, their energy and their talents to grow and develop those around them while making sure they protect their time to get things done. This session will argue, based on research evidence and case studies, that when generosity is combined with competence and strength, employees and leaders can maximize their performance individually, for their teams and for their organizations. The session ends with specific take-home behaviors on applying generosity in every-day workplace and leadership situations.

**Learning Objectives:**
- Understand the importance of generosity and strength in leadership
- Discuss the latest research evidence that shows how generosity and strength can lead to high performance
- Implement behavioral changes that are compatible with generosity and strength
Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders

As a leader, is it possible to be both successful and humble? Studies show that today's emerging leaders not only prioritize achievement over humility but also see the two as mutually exclusive. Does this signal an existential crisis for healthcare an industry that, at its essence, is supposed to embody humility and compassion? Thankfully, no, according to Intangibles: The Unexpected Traits of High-Performing Healthcare Leaders, which demonstrates that you can embrace humility and still be excellent at your job.