

Speaker / Bio:

Sue Keener, RN, BSN

Sue Keener has provided consulting services to hospitals, physicians, and other healthcare organizations nationwide since 1987. Her work has always focused on the evolution of managed care initiatives and the associated development and implementation of practical solutions in response to the changing healthcare delivery system. Simply put, leading individuals and organizations to places they wouldn't go by themselves.

Sue's prestigious client list includes Duke University Medical Center, Cedars Sinai Medical Center, Dartmouth Hitchcock Medical Center, and Connecticut Hospital Association. Her work in strategic planning, development of organizational relationships, and operational performance has been a motivating force for boards of directors, executive staff, senior management, physicians, and care delivery teams.

In addition to consulting, for eight years, Sue acted as lead faculty for the New England Healthcare Assembly Case Management Certificate Program. With consistently high evaluation scores for her style and content, Sue has intrigued and entertained audiences throughout her career.

Prior to starting her consulting practice, Sue held a senior leadership position with a pioneer managed healthcare organization after ten years of working in hospitals. She received her clinical training and management education at the Evanston Hospital (IL) School of Nursing, Northwestern University, College of St. Francis and University of Illinois.

Based in the Chicago area, Sue is a frequent speaker on leadership, care management and customer service. Her easy style, sense of humor and ability to engage audiences as well as individuals are her trademarks. Sue's work with healthcare organizations nationwide inspired the creation of her presentation offerings.

Topics:

- Leadership in the Eye of the Follower: Connecting to Organizational Members

- Essentials for Successful Leadership: Practical Tools to Positively Influence Performance and Relationships
- Care Management Evolution: Where Do We Go From Here?
- Making Case Management Work: Organizational, Structural, and
- Operational Considerations
- Clinical Resource Management: From Concept to Reality
- World Class Customer Service: The Inside Story