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ELAINE BOBO

PRINCIPAL CONSULTANT

Elaine brings nearly a decade of real-world experience and expertise to her role as a principal consultant for the Press Ganey Consulting Group. Before joining Press Ganey, Elaine spent over six years in leadership at an integrated health care delivery system where she was responsible for the executive leadership of service excellence, marketing, public relations, fund raising, and the foundation. Her experience in both managerial and senior leadership positions affords her a unique perspective on bridging the gaps between these two populations.

Throughout her career in health care, Elaine has acquired a breadth and depth of experiences that will help inform the decisions she makes on your behalf. These experiences include:

- Helping a hospital that had experienced a \$14 million loss over two years post two consecutive years of positive bottom lines.
- Lobbying for more than \$3.4 million in state and federal funds for a new dialysis center.

- Working closely with the chief of staff and medical staff leaders to develop patient-satisfaction and service-excellence training for physicians.
- Partnering with nursing leaders in the development of staff training to improve patient satisfaction.
- Developing and conducting manager training in teamwork, communication, peer interviewing, and rounding.
- Leading change initiatives that have included reducing layoffs, changes in leadership structure, and implementation of a culture of excellence.

Elaine is completing a master's degree in Health Policy and Administration at the University of North Carolina. Her clients often note her passion and excellence. In the words of Dr. Kirk Lufkin, CMO at Portage Health, "Elaine did excellent work with us. She was organized, poised, to the point, and able to handle any question. She epitomized the spirit of service."