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ROBERT HIPPS, MD

PRINCIPAL CONSULTANT

As a physician, Bob brings a unique perspective to the Press Ganey Consulting Group. His nearly twenty years of experience in health care, including work in academic centers, community hospitals, and mental health centers, as well as consulting and the pharmaceutical industry, distinctly position him as a multi-dimensional asset for Press Ganey's clients. After receiving his medical degree from Rush Medical College, Bob completed advanced medical training in pediatrics and neonatology at the University of Chicago, and post-graduate research and statistical analysis in both physiology and medical ethics.

Over the course of his career, Bob has gained diverse experience in a wide range of professional capacities including:

- Serving as a consultant for outpatient mental health, where he created a plan of action for compliance and risk management based on analysis of an internal desk audit of medical records—resulting in a 30 percent decrease in errors in medical record charting.

- Working as a medical science liaison for the pharmaceutical industry, developing educational tools to be delivered to physicians, and coordinating educational seminars for the nationwide medical science liaison team.
- Conducting medical research including publishing ten articles for peer-reviewed journals and instituting an undergraduate research-training program at the University of Chicago.

This rich professional experience translates into measurable results for Bob's consulting clients. According to Patricia Turner, executive director of ShermanChoice, "We have found that [Bob's] experience as a practicing physician and his analytical expertise allow him to provide us with sharp, concise analysis and concrete advice on actionable items in understandable, professional terms. His unique blend of skills has aided us in bringing our physician satisfaction levels to the 93rd percentile from the 54th percentile only three years prior."