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## DEBORAH PALLER, MBA, RRT

**VICE PRESIDENT,  
PRESS GANEY CONSULTING GROUP**



Over the course of her more than fifteen-year career working with and within acute and non-acute organizations, clinical and non-clinical environments, home care, and consulting, Debbie Paller has developed expertise in strategic vision, execution, and business development. In a wide range of professional settings, she has consistently delivered significant results, including:

- Building high-performing leadership teams, including leading RWJ-Hamilton to win the Baldrige National Quality Award in 2004.
- Growing the top lines of several business units by 18 to 25 percent annually, and establishing 20 to 30 percent profit margins in businesses that were previously unprofitable.
- Developing new health care improvement products to establish \$1 million in new sales in the first year of availability, while increasing customer satisfaction with product offerings by 20 percent.
- Leading and facilitating business reorganization and design, while increasing efficiency by 20 percent.

- Developing and executing multiple business plans, including three sleep centers, a 90,000-square-foot fitness and wellness facility, chronic disease management programs, corporate wellness programs, and service excellence programs—all while creating revenue and profit sources in the millions for these organizations.
- Developing strategic plans for various organizations and divisions, yielding service line growth in the double digits, and increasing physician satisfaction to the 99<sup>th</sup> percentile nationally.
- Implementing Six Sigma at four organizations, returning \$13 million to the organizations in one year—an ROI of ten times the cost.

Before joining Press Ganey in 2007, Debbie served as chief executive of the Gallup Healthcare Group. In her current role as vice president of the Press Ganey Consulting Group, Debbie continues to lead a high-performing team that offers clients counsel toward achieving sustainable growth, clinical effectiveness, and market leadership position.