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Teresa Roberts brings a wealth of health care knowledge and experience to the benefit of Press Ganey clients. Over the course of her career, her professional experience and accomplishments include:

- Serving as the CEO of a seventy-physician, 500-employee, multi-specialty group with multiple satellite locations, an outpatient surgery center, and a full range of ancillaries. She led rapid organizational growth of up to 25 percent per year, ultimately tripling organizational revenues while expanding from one to twelve locations.
- Leading the turnaround of an ambulatory surgery center from a half million dollars of debt and declining volumes to rapid profitability and full capacity utilization.
- Raising the visibility and reputation of two health care organizations through strategic market positioning and branding, ultimately leading the organizations to be recognized in multiple national publications as leaders in the region.
- Working as the associate director of a large behavioral health facility, where she helped lead a financial turnaround including increasing collections 240 percent over three years. She also led quality improvement initiatives including implementing peer review, the first patient satisfaction surveys, response teams for health emergencies, and procedures for management of potentially violent clients. She eliminated chronic backlogs for services through the implementation of a case management system.
- Authoring articles for more than twenty-five professional publications and speaking at state and national conventions on management topics including physician communication and engagement, marketing research, strategic planning, and human resources.
- Serving on the faculties of Pepperdine University, Saint Mary's College, and Indiana University, South Bend.

Since joining Press Ganey in 2005, Teresa has worked with over 100 clients around the country, primarily in the areas of physician and employee partnership. She has particular expertise in working with academic medical centers, systems, and children's hospitals.