



## Steve Kreiser, MBA

### PARTNER

Steve Kreiser is a Partner with the Press Ganey Transformational Services, specializing in safety and High Reliability. Steve has more than 30 years of experience improving safety and reliability in naval operations, military and commercial aviation and health care. During his nine years at HPI, he worked with more than 100 hospitals and 1,000 outpatient facilities to improve patient safety, safety culture, leadership accountability, cause analysis and peer review. On average, his clients have achieved an 80% reduction in preventable serious safety events with associated improvements in quality outcomes, safety culture survey domains, experience of care indicators and financial savings. Additionally, he has worked with a number of academic medical institutions to improve cultural indicators while gaining a commitment to patient safety and reliability among academic medical staff faculty.

Prior to joining HPI in 2008, Steve was a naval officer and F/A-18 pilot, retiring as a Commander with 21 years of leadership and management experience. He has completed more than 3,500 flight hours and 720 carrier landings, including combat missions in Iraq, Bosnia and Afghanistan. During his military career, he served in numerous positions designed to improve reliability and safety in naval aviation, serving on numerous aircraft mishap investigation boards and human factors councils tasked with discovering root causes for aviation mishaps and associated human errors. Additionally, he has a unique background and perspective on team training and integration from his commercial airline experience as a first officer with United Airlines where he worked extensively in the area of crew resource management.

Steve holds a Master of Business Administration degree from the University of Maryland and a Bachelor of Science degree in aerospace engineering from the University of Virginia.