



Tami Strong,
BA, BSN, RN, MSN-HCQ
VICE PRESIDENT

Tami Strong is Vice President, Press Ganey Strategic Consulting, and the safety and reliability practice lead for HPI, a Press Ganey solution that specializes in improving human performance in complex health care systems using evidence-based methods derived from high-risk industries. Tami has over 30 years of experience leading quality and safety initiatives in the manufacturing and health care industries. She began her operations management career working in the automotive industry where she used her expertise in materials management and supply chain logistics to achieve highly reliable Lean production systems. She is an experienced change agent with formal and practical training in the use of the Toyota Production System (Lean) philosophy and tools, heuristic manufacturing process design, and ISO 9001 certification.

Tami is a registered nurse with experience in intensive care nursing. As an executive nurse leader, she was responsible for quality management, process improvement, patient relations, regulatory compliance, risk management, clinical education, and infection control. She has combined her passion for patient safety, high reliability, and operational excellence to lead several performance improvement projects in both manufacturing and health care systems to achieve improvements in safety, care experience, quality, and efficiency.

Tami holds a bachelor's degree in business administration—materials logistics operations management from Michigan State University, a bachelor's degree in nursing from Grand Valley State University, and a master's degree in nursing in health care quality and safety from The George Washington University, and she completed the Human Factors Engineering Short Course from the University of Michigan Center of Occupational Health and Safety Engineering.