

# Tim Durkin CSP



## Implementation Specialist

Tim Durkin CSP, has been both a patient and a patient advocate. His personal experience, combined with a passion for helping people on both sides of the stethoscope, have made Tim one of the most sought after speakers in the healthcare industry.

As one of America's leading leadership experts, Tim has spoken more than 500 times in the last five years to audiences worldwide, showing healthcare organizations how to embrace change, develop leaders, improve patient outcomes, increase staff engagement and improve customer service.

While new legislation, value-based purchasing, declining reimbursements, increasing paperwork, EMR implementation, and Meaningful Use may be day-to-day challenges of healthcare administrators, yet one aspect of the job trumps them all: people.

Employees, patients and patients' family members often require more attention than any other part of a manager or administrator's position.

Healthcare may have its challenges; people shouldn't be one of them.

Tim has worked for nearly 20 years teaching clinical and non-clinical staff how to better manage and lead their employees, patients and patients' families. Through his unique, entertaining presentations, Tim shows audiences how to lead AND manage people both in and out of the office. Audience members love his high-energy style; Tim's sharp insight and sense of humor keeps their attention as they learn how to implement best "people" practices and achieve better patient outcomes.

He is a ten term board member and current president of the National Speaker's Association of North Texas. He has been a lecturer at Southern Methodist University Executive Education, and the Texas A&M Lowery School of Business.