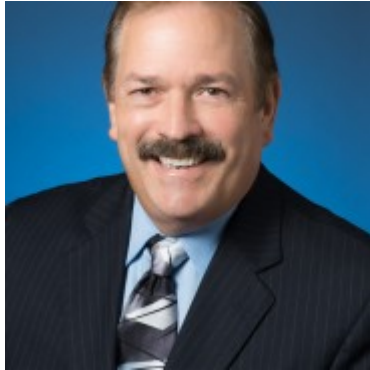




AMERICA'S
ESSENTIAL
HOSPITALS



Terry Rusconi

Vice President of Performance Improvement
University of Kansas Hospital

Terry Rusconi is the Vice President of Performance Improvement at the University of Kansas Hospital in Kansas City, KS. He is responsible for creating a culture that is capable of providing safe, effective and patient centered care and facilitating organization-wide competency to improve performance. He aims to facilitate teams and work across all areas of the organization to analyze and improve performance related to patient safety, patient satisfaction, employee satisfaction, and accreditation compliance. With record setting volumes, the hospital now ranks in the top ten percent nationally in key measures of quality and patient satisfaction.

Through his work and leadership with Baldrige-based state and national performance excellence assessment initiatives these state and national programs, Terry has facilitated assessment teams, led on-site assessments of organizations seeking to improve themselves and provided targeted feedback to help organizations advance their competitive position.