

Engaging, Thought Provoking and Inspiring.

Transforming Healthcare Through the Power of Communication.

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Speaker Bio

Dr. Anthony Orsini is a nationally recognized ICU physician, keynote speaker, and best-selling author with more than 25 years of frontline experience navigating the most difficult conversations in medicine.

A TEDx speaker and Apple Top 100 podcast host, he brings international visibility and real-world credibility to his work on communication in high-stakes environments.

His keynotes focus on communication in times of crisis and uncertainty, equipping leaders with the skills they need when it matters most.

Unlike theoretical or purely motivational speakers, Dr. Orsini delivers practical, evidence-based strategies audiences can put into practice immediately. His approach strengthens trust, reduces conflict and risk, and improves communication. The result is better outcomes for patients, teams, and organizations.

ELEVATING HEALTHCARE THROUGH THE POWER OF COMMUNICATION

- Mastering Compassionate Communication
- Building Trust and Human Connections
- Elevate the Patient Experience
- Reducing Malpractice Risk
- Strengthening Team Communication
- Preventing Burnout
- Navigating Difficult Conversations
- Resolving Conflict
- Transforming Healthcare Culture

- **25+ years** as a practicing ICU physician — this isn't theoretical knowledge; he lives these conversations daily
- Featured in **Forbes and Medical Economics** — recognized authority on communication and leadership
- **Best-selling author** (It's All In The Delivery) — available as event companion resource; bulk orders available
- Discovery and **pre-event discussions** to customize every presentation for maximum impact

KEYNOTE

It's All In The Delivery®: Enhancing the Patient Experience Through Better Communication

PERFECT FOR

- Patient Experience Professionals
- Physicians
- Nursing Leadership
- Healthcare Executives

THE MOMENT

Clinicians are asked to communicate in moments most people never see — when patients are afraid, families are overwhelmed, outcomes are uncertain, and every word carries weight.

Yet too often, communication training is built outside the clinical world. It offers scripts, checklists, or service language that may sound good in theory but does not always survive the pressure, pace, and emotion of real patient care.

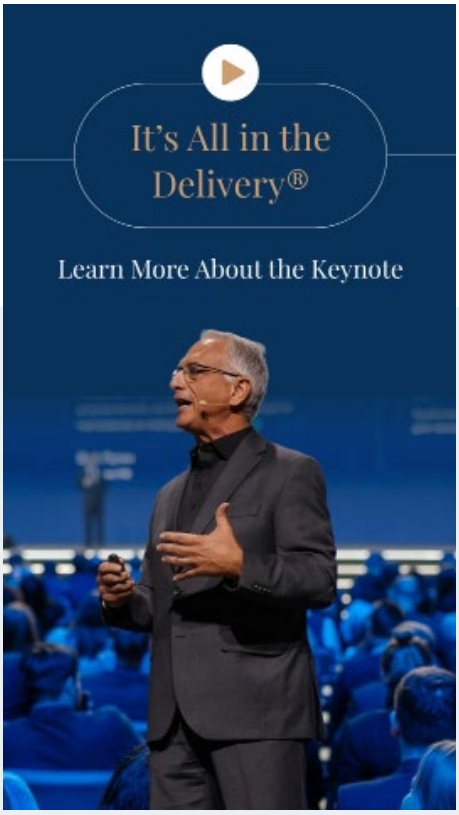
It's All in the Delivery® for is different. Created and led by Dr. Anthony Orsini, a practicing ICU physician with more than 25 years of frontline experience, this workshop was built from inside medicine — by a doctor who understands the room clinicians walk into every day.

WHY DR. ORSINI

His keynotes and workshops have produced significant improvements in patient experience by fundamentally changing the way healthcare professionals communicate and connect. By creating meaningful shifts in organizational culture, these improvements are sustained long after the presentations are complete.

THE KEYNOTE

This interactive presentation unpacks the real predictors of patient experience — and debunks the myths that lead organizations to invest in the wrong solutions. Dr. Orsini teaches the specific communication techniques that build trusting relationships in minutes, improve HCAHPS scores, and create the kind of sustainable culture change that lasts long after the keynote ends.



KEY TAKEAWAYS

- Discover what actually drives patient experience — learn the key predictors of patient satisfaction and why most organizations have focused on the wrong driver
- Build trust in minutes, not months — master the compassionate communication techniques that create immediate, genuine connection with patients and families
- Create sustainable culture change — obtain actionable tools to embed communication excellence into daily practice, not just a one-time training event