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Steve has more than 38 years of experience improving safety and reliability in naval operations, military and commercial aviation and healthcare. During his 17 years at Press Ganey, he has worked with hundreds of hospitals and 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 numerous academic medical institutions to improve cultural indicators while gaining a commitment to patient safety and reliability among academic medical staff faculty. Prior to joining Press Ganey 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 multiple aircraft mishap investigation boards and human factors councils tasked with discovering root causes for aviation mishaps and associated human errors. Additionally, Steve 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 crew resource management.

Steve is a faculty member of ACHE and an adjunct faculty member at the University of Alabama Birmingham (UAB) School of Health Professions.