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## Lindsay Laug

### Solutions Expert, The Governance Institute

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Lindsay Laug is a Solutions Expert with The Governance Institute, a service of NRC Health. Lindsay is responsible for working with healthcare organizations across the United States, empowering board members, healthcare executives, and physician leaders in their efforts to lead their organizations. Lindsay builds custom governance development plans and prescribes resources to accelerate board performance. Board retreats and annual education calendars are shaped by incorporating aspects of good governance, the evolving healthcare industry, and the strategic priorities of the organization she is working with.

In her 16 years with NRC Health, Lindsay has contributed to multiple roles. Lindsay began her career as a Business Development Manager and transitioned into a Customer Success Manager where she engaged with senior leadership, quality improvement professionals, and front-line staff in order to create a patient-centered organization. She has coached hospitals on topics such as CAHPS, public reporting, consumerism, and best practices to improve the patient experience. As the Director of Customer Success, Lindsay spent time designing the training curriculum to equip customer success managers and then successfully implemented the program to ensure clients of NRC Health received best-in-class customer support. Lindsay also developed and implemented the NRC Health Internship Program to promote top-talent associates into the NRC Health organization.