



Engaging, Thought Provoking and Inspiring.

Dr. Anthony Orsini Shares The Lessons
He Learned In The ICU



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, strengthening trust, reducing conflict and risk, and leading to better outcomes for patients, teams, and organizations.

MASTERING DIFFICULT CONVERSATIONS

- Communicating with Compassion
- Reducing Malpractice Risk
- Patient Experience
- Team Cohesion & Conflict Resolution
- Transforming Culture
- Burnout
- Difficult Conversation

- **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
- Track record of **repeat bookings**
- Discovery and **pre-event discussions** to customize every presentation for maximum impact

Content Overview

TRENDING KEYNOTES

- Navigating Difficult Conversations
- Leadership Skills For When Times Get Tough
- Remember Your “Why”: Reducing Physician Burnout
- It’s All In The Delivery®: Enhancing the Patient Experience Through Better Communication
- Breaking Bad News®
- Reducing Medical Error Risk
- AI & The Trust Gap: Unlocking Freedom to Get Back to What Matters



Perfect For

- Physicians & Nurses
- Healthcare Executives
- Risk Managers
- Patient Experience Professionals
- HR Professionals
- Business Leaders
- Healthcare and Leadership C-Suite



WHY NOW

The Moment Your Audience Is Living In

Your audience is dealing with burnout, disengagement, and a crisis of trust —all rooted in one thing: how people communicate. Dr. Orsini doesn't just deliver a keynote. He reframes the conversation your teams need to have right now.

76%

of employees report
burnout symptoms

77%

of workers are
disengaged at work

250K+

deaths annually from
medical errors (US)

88%

say clear communication
is the #1 factor





PERFECT FOR

- HR Executives
- Nursing Leadership
- Physicians
- Risk Managers
- Business Leaders
- Insurance and Med Legal Counsel

IN-DEMAND KEYNOTE

Navigating Difficult Conversations

THE MOMENT

Most healthcare professionals have never been formally trained to have the conversations that matter most — the ones that determine whether a patient trusts you, a family cooperates with a care plan, or a colleague speaks up before an error occurs.

The result: clinicians avoid difficult conversations entirely, or handle them so poorly that trust is lost, conflict escalates, and outcomes suffer. Research consistently shows that communication failure is the root cause of the majority of sentinel events and malpractice claims.

WHY DR. ORSINI

Dr. Orsini has spent 25+ years as a practicing ICU physician navigating the highest-stakes conversations in medicine — delivering life-altering news to families, mediating team conflicts in real time, and coaching clinicians on the frontline. His research on compassionate communication has been featured in Forbes and Medical Economics, and his methods are used by health systems across the country.

THE KEYNOTE

This interactive session gives your audience a practical, evidence-based framework for navigating any difficult conversation with clarity, empathy, and confidence. Dr. Orsini draws from real ICU cases to demonstrate the verbal and nonverbal techniques that turn confrontation into connection — and shows why mastering this skill is the single greatest lever for trust, safety, and leadership.

KEY TAKEAWAYS

- Build trust in under 60 seconds — learn the compassionate communication techniques that create immediate rapport with patients, families, and colleagues
- De-escalate conflict with precision — master the verbal and nonverbal cues that convey empathy and defuse tension in any high-pressure situation
- Lead through uncertainty — apply communication strategies that strengthen leadership credibility, especially during crisis, change, and organizational stress



IN-DEMAND KEYNOTE

Remember Your "Why"

PERFECT FOR

- Physicians
- Nursing Leadership
- Healthcare Executives

THE MOMENT

Healthcare is facing a burnout crisis that threatens the entire system. Physicians have the highest suicide rate of any profession, affecting over 900,000 patients per year. Nursing turnover alone costs the average hospital \$5–9 million annually. And the clinicians who stay are increasingly disengaged — going through the motions without the connection to purpose that drew them to medicine in the first place.

Most burnout interventions focus on symptoms: yoga, wellness apps, resilience training. They fail because they don't address the root cause — a loss of meaningful connection with patients, colleagues, and the reason clinicians chose this profession.

WHY DR. ORSINI

Dr. Orsini isn't a wellness consultant advising from the outside. He's a practicing ICU physician who has watched colleagues burn out and leave medicine — and who has spent decades studying what keeps the best clinicians engaged. His research shows that the antidote to burnout isn't less work. It's more meaningful work — and that starts with communication.

THE KEYNOTE

This session helps healthcare professionals reconnect with the reason they entered medicine. Dr. Orsini shows how creating a culture that encourages strong relationships — with patients, families, and team members — is the most effective burnout prevention strategy. Attendees don't leave inspired for an afternoon. They leave with tools to build the kind of work

environment that sustains purpose over a career.

KEY TAKEAWAYS

- Reconnect your team to purpose — learn how to revitalize enthusiasm for medicine by rebuilding the human connections that burnout erodes
- Identify burnout before it's too late — recognize the early signs of professional burnout and debunk the myths that prevent organizations from addressing it effectively
- Improve margins by improving culture — see the direct link between patient experience, employee retention, and net revenue — and learn how communication drives all three



IN-DEMAND 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 Clinicians 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

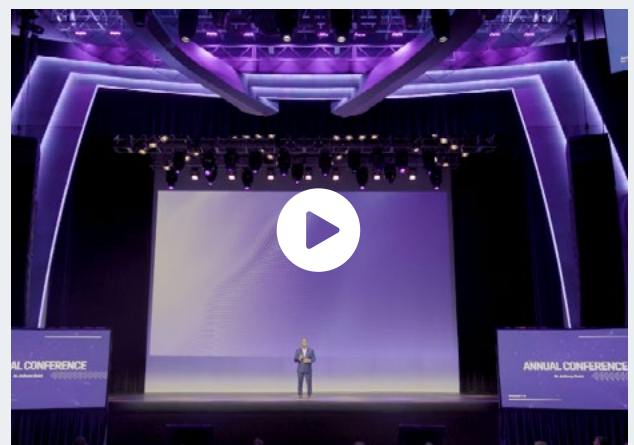
Dr. Orsini literally wrote the book on this topic. His best-selling book, *It's All In The Delivery*, is the definitive guide to communication-driven patient experience. As a practicing ICU physician who has spent 25+ years at the bedside, he has the clinical credibility and the evidence base that academic researchers and management consultants simply don't bring to the stage.

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 satisfaction and why most organizations are focused on the wrong levers
- 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





IN-DEMAND KEYNOTE

Breaking Bad News[®]

PERFECT FOR

- Physicians
- Nursing Leadership
- Risk Managers

THE MOMENT

Every clinician will deliver devastating news at some point in their career. A terminal diagnosis. A complication. A death. Yet virtually no medical training program teaches physicians how to do this well. The consequence is enormous. When bad news is delivered poorly, families lose trust instantly, clinicians carry lasting emotional trauma, and litigation risk skyrockets. Most physicians report significant anxiety around these conversations — and many avoid them entirely, delegating to colleagues or delivering the news with clinical detachment that feels cold and dismissive.

WHY DR. ORSINI

As a neonatal ICU physician, Dr. Orsini has delivered the worst news a family can hear — thousands of times. He has spent decades researching what makes the difference between a conversation that destroys trust and one that preserves it. His proprietary Breaking Bad News P.R.O.G.R.A.M.[®] is used by health systems nationwide and is considered one of the most practical communication frameworks in medicine.

THE KEYNOTE

This session is consistently described by attendees as “life-changing.” Dr. Orsini teaches the three goals of Breaking Bad News[®] and walks the audience through his proven P.R.O.G.R.A.M.[®] roadmap — giving clinicians a clear, repeatable process for navigating the most difficult moments in medicine with compassion, confidence, and professionalism.

KEY TAKEAWAYS

- Learn the 3 goals of Breaking Bad News[®] — understand the specific outcomes every difficult conversation should achieve for the patient, the family, and the clinician
- Master the BBN P.R.O.G.R.A.M.[®] roadmap — follow a clear, step-by-step process for delivering difficult news that preserves trust and reduces emotional harm
- Apply verbal and nonverbal techniques that convey compassion — learn the specific cues that build confidence, establish trust, and prevent the communication failures that lead to litigation





IN-DEMAND KEYNOTE

One Solution

PERFECT FOR

- Risk Managers
- Physicians
- Healthcare Executives
- Med-Legal Counsel
- Insurance Companies

THE MOMENT

The erosion of patient trust. The rise of clinician burnout. Increasing communication failures. Growing dissatisfaction among patients and providers. These are not isolated problems. They are symptoms. Symptoms of one underlying condition. The gradual erosion of genuine human connection throughout healthcare. Restore that connection, and remarkable things begin to happen. Patients trust again. Clinicians rediscover purpose. Leaders communicate with greater authenticity. Teams collaborate more effectively. Organizations become places where extraordinary care is not only delivered—but genuinely experienced.

This is the central idea explored throughout One Solution, Dr. Orsini's flagship keynote and the foundation of The Orsini Way®. It is not simply a presentation about communication.

WHY DR. ORSINI

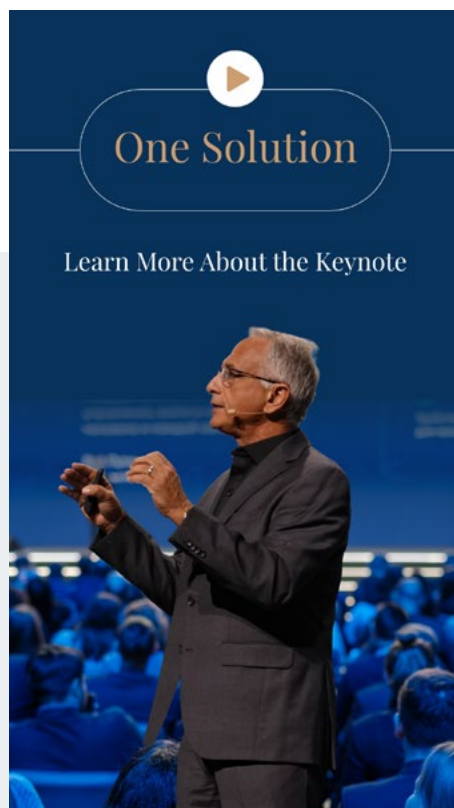
Dr. Orsini operates in an environment where communication errors have immediate, life-or-death consequences. His 25+ years in the ICU have given him a unique vantage point on how team communication drives — or prevents — medical errors. He brings both the clinical credibility and the communication expertise to address this topic with the gravity and practicality it requires.

THE KEYNOTE

One of the most compelling insights Dr. Orsini shares is that patient trust and clinician purpose are deeply intertwined. Although One Solution™ is rooted in healthcare, its central thesis resonates with any organization facing declining trust, employee disengagement or rapid change.

KEY TAKEAWAYS

- A practical framework for rebuilding trust through everyday interactions.
- A deeper understanding of why communication influences nearly every organizational outcome.
- New approaches to strengthening patient experience and employee engagement simultaneously.
- Greater clarity on the relationship between purpose, trust and culture.
- Immediately applicable leadership habits grounded in presence, empathy and intentional communication.
- Renewed optimism that meaningful change is possible—not through another initiative, but through the conversations that happen every day.



What They're Saying

"His thought-provoking, practical techniques make any leader a better communicator. The feedback was so superb we asked him to speak again."

Quint Studer, Founder of The Studer Group

"Tony was terrific! As a speaker, he was captivating and kept the full attention of the audience the entire time. His presentation was well researched, personal and applicable to all in attendance."

Brad Diericx Chief Commercial Officer Curi

"Dr. Orsini is a high-impact speaker who connects with audiences in a meaningful way. The feedback is consistently superb."

Dr. Larry Barton, Best Selling Author, Crisis Management and HR Expert

"Professionals across all industries can benefit from Dr. Orsini's perspective and approach to communication."

Shari Moore, Vice President, Risk Management, PLICO

Trusted By



A/V

- Tony will deliver each presentation via Powerpoint slides with a 16:9 ratio. Slides will either be transferred before (if required) or brought with her on a portable USB Drive (preferred).
- Tony requires a wireless remote (clicker) for PowerPoint.
- Tony strongly prefers at least one confidence monitor, if possible.
- Tony prefers no podium on stage. If one must be present, it needs to be pushed back so she may walk in front of it unencumbered.
- Tony requires a wireless lavalier microphone connected to a professional audio system.
- Tony requires an A/V check no fewer than 30 minutes before taking the stage.

Speaker Bio – Dr. Orsini

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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.

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Book Dr. Orsini

Your audience is burned out, disengaged, and facing more difficult conversations than ever — and most of them have never been formally trained to navigate any of it.

Dr. Orsini is the rare keynote speaker who addresses burnout, patient experience, team communication, and leadership not as separate topics, but as one interconnected challenge rooted in how people communicate.

As a practicing ICU physician he brings the clinical credibility and the evidence base that your healthcare audience expects — and the interactive, engaging delivery style that keeps them off their phones.

AVAILABLE FORMATS: Onsite Keynote | Virtual Keynote | Half-Day Workshop | Full-Day Intensive | Multi-Session Programs

Inquire About Remaining
2026 Availability and 2027
Date Holds

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REQUEST A DATE HOLD

