

Brian Preston - Bio



Brian Preston, MSHA, BBA
AVP, Mount Sinai Medical Center

Brian Preston is an Assistant Vice President at Mount Sinai Medical Center in Miami Beach where he has been employed since 2010. Brian is a dynamic leader whose areas of expertise include patient experience, Patient Relations, patient flow, Environmental Services, Linen and Patient Transportation.

In 2011, he received training from the Quint Studer Group, renowned experts in patient satisfaction. He applied this knowledge to build the conceptual framework for his hospital's patient experience program and Guiding Principles. For many years, he led the training program to improve patient experience in nursing, ancillary and support departments. Part of the initiatives included improving HCAHPS patient satisfaction scores, implementing daily staff dialogues and hourly rounding on patients.

In 2015, his responsibilities expanded into the role of Director of Logistics and Service Excellence. In 2018, he became the Director of Satellite Operations, responsible for overall satellite growth and patient experience in Mount Sinai Medical Center's 10 satellite locations. During the pandemic, he transitioned back to the hospital's main campus overseeing Support Services and the outpatient COVID testing department.

He is very focused on inspiring new professionals to provide excellent service with effective communication by going above and beyond to make a lasting impact on each patient and their loved ones.

He earned his Bachelor of Business Administration with a concentration in Healthcare Administration from Oakwood University and a Master of Science in Health Services Administration from Barry University.