

Every Breath You Take™

MISSION:

Transforming the Patient Experience through
Frontline Engagement



YOU WILL LEARN HOW TO:

- ▶ Leverage the winds of Healthcare Reform to your organizations advantage
- ▶ Deliver a world class patient experience to every patient, every time, no exceptions
- ▶ Implement six practical service tools to make a difference, engage staff and create a customer driven culture
- ▶ Create a culture of patient engagement, that positively impacts both their personal experience and clinical outcomes
- ▶ Create sustainable HCAHPS improvements
- ▶ Juggle multiple priorities of change and still retain a priority focus on the patient and family experience

SEMINAR ATTENDEES SAY IT BEST:

“What a pro. Amazing, polished, great pace and timing. Inspiring and thought provoking. It made me look at things differently.

– Carolyn Anglesey, Manager, Box Butte General Hospital

“Informative, captivating, great way to get staff motivated. Many, many moments of revelation!”

– Debra Sappenfield, Director of Nursing, Hemphill County Hospital

“Great speaker, energetic, and kept our attention.”

– Carmen Wuebbels, Mason District Hospital

“Wonderful! Very inspiring! Taking back to work & life.”

– Lauren Noonkester, Commonwealth Care of Roanoke

