

The Genius of Service Empowerment™

MISSION:

Creating a Successful Medical Practice Through World-Class Patient Satisfaction

YOU WILL LEARN:

- ▶ How to gain a competitive advantage in growing a successful medical practice through the strategy of world-class service excellence.
- ▶ How to empower your support staff to care about your patients as much as you do.
- ▶ About the process of Service Excellence and the Physicians' role in enhancing it.
- ▶ What you can do to leverage your relationships with your Nurses to improve upon the level of service you enjoy.
- ▶ How you can fully utilize and benefit from our Service Excellence Initiative™ in advancing the cause of your medical practice.

SEMINAR ATTENDEES SAY IT BEST:

“Outstanding! Excellent pace and amount of info provided/presented. Useful ideas I can implement tomorrow.”

– Gail Fischer, Dept. Dir., Med./Surg.

“Motivational, upbeat. Real life examples are good, kept us interested. Content valuable for leading a team into the future.”

– Cheryl Starling, Director of Emergency Services.

“Exceptional – simple, solid principles with staying power.”

– Joel Grey, Administrator

