

the Healthcare Consultant of Choice



MISSION:

How to create a long term competitive advantage through world class customer satisfaction.

YOU WILL LEARN HOW TO:

- ▶ Create exceptional customer value by continuously adding ‘augmented’ services that surprise and delight
- ▶ Ask for and get referrals as a way of multiplying sales results
- ▶ Unleash the priceless value of lifetime customer loyalty
- ▶ Understand the fundamentals of the CMS mandatory HCAHPS (Hospital Consumer Assessment of Healthcare Provide and Systems Survey) patient experience survey and how to help clients be successful
- ▶ Enhance external customer satisfaction by empowering and supporting the internal customer
- ▶ Overcome the communication gap between how the customer perceives service verses what staff believe they have delivered

EMPOWERED LEADERS SAY IT BEST:

“Entertaining, energetic, and right on the mark for great customer service or sales.”

– *Bama Estes Wood, VP Business Development*

“Great approach to make and understand the quality of service to clients, which in return will grow business.”

– *Kioan Aradhyula, Associate Consultant*

“Brian Lee is an excellent speaker and demonstrates a detailed knowledge of the healthcare market.”

– *David Murdock, Director*

“Ideas and strategies shared are real and easy to do.”

– *Lori Schoenholz, Consultant*

“Very engaging and interesting. The content was tailored to our team.”

– *Valeria Barkhoff, VP Rev. Cycle*