



Brian Lee, CSP
 Healthcare's Mr. Loyalty
 President and Founder of Custom Learning Systems

*Put Brian Lee to work for you and your team to create
 World Class Patient Satisfaction & Employee Retention.*

Keynote Presentations

The Magic of Frontline Engagement™

Unlock the mystery of employee empowerment and enthusiasm to create a World Class patient/resident experience

The Six Secrets of World Class Patient Satisfaction™

Create a long-term sustainable competitive advantage through Service Excellence

Leading the Healthcare Reform Revolution™

Creating a brighter future for your patients and people

The HCAHPS Hospital of Choice™

Leveraging the HCAHPS Survey to Become the Employer and Provider of Choice

The Leadership Factor in Value-Based Purchasing™

Moving HCAHPS Scores quickly through commitment and example

The Accountability Protocol™

Hardwire for Successful Service Culture Transformation

Change Your Culture... Or be Doomed to Repeat the Past™

The New Role of the Healthcare Leader in becoming an Employer and Provider of Choice

Keep Your Nurses and Healthcare Professionals for Life™

The 4 Imperatives of How to Inspire, Retain, Motivate, and Empower Patient Focused Nurses (& Everybody Else)

Thriving on Change – From Good to Great – Putting Patients First™

How to Survive and Thrive in the Midst of Chaos

The Spirit & Soul of the Service Professional™

Making a Commitment to being World Class

