

The Hospitalist Group

HCAHPS Service Excellence Certification Academy

faculty



Brian
Lee CSP

CEO and founder
Custom Learning
Systems Group Ltd.



David
Dworski PhD

Senior Implementation
Specialist, Custom Learning
Systems Group Ltd.

- Brian Lee is the founder and CEO of Custom Learning Systems Group and the Healthcare Service Excellence Conference.
 - Brian has been awarded the designation of CSP: Certified Speaking Professional by the National Speakers Association. Of the thousands of Speakers in North America, fewer than 600 have been recognized as a CSP.
 - Brian has led his team of training professionals for 25 years, focused exclusively on healthcare.
 - Their clients have earned regional and national awards for world-class customer service and employee loyalty.
 - For two consecutive years, the International Customer Service Association evaluated Brian the number-one-rated Customer Service Speaker in the world.
 - Brian is the author of 8 books, including “Keep Your Nurses and Healthcare Professionals for Life”, “Satisfaction Guaranteed – How to Satisfy Every Customer Every Time”, and the soon to be released book “Hospital of Choice.”
 - He travels 150,000 miles per year and has spoken in every state and province in North America and 14 countries worldwide.
- David Dworski is a speaker and coach whose dynamic and humorous approach to organizational change, leadership, and interpersonal communication has pointed corporations to new levels of productivity and success.
 - David has helped dozens of health care institutions across the country dramatically increase their patient and employee satisfaction scores.
 - David has led Service Excellence Initiatives for CLS at major hospital systems, and small underserved communities.
 - He has led winning management trainings and ground-breaking front-line revitalization efforts with multi-cultural hospitals and with rural hospitals
 - He is the author of a successful curriculum on service excellence for Resident Physicians.
 - Some of his clients include: Eli Lilly, Roche Pharmaceutical, IBM, Boeing, Mattel, Fujitsu, Gap, Disney, Harvard Law School, The Federal Reserve Bank, and others.
 - David did his undergraduate work at Yale; his graduate degree in Clinical Psychology is from Antioch University.
 - His personal goal is to make the hospital workplace a less stressful and more humane environment.

 www.brianlee-healthcare.blogspot.com