

Leading the Healthcare Reform Revolution™



MISSION:

Creating a brighter future for your patients and people

YOU WILL LEARN HOW TO:

- ▶ Discover the key attributes needed to facilitate your own organization's "Healthcare Reform Revolution," through the power of leadership and inspiration.
- ▶ Get an up to the minute briefing on how to Minimize Financial penalties and Maximize bonus incentives from Healthcare Reform Legislation focused on HCAHPS and Value-Based Purchasing.
- ▶ Overcome your teams' "F.E.A.R." of change by creating a 'Culture of Engagement' where everyone is committed to deliver loving compassionate care, to every patient, every time, no exceptions.
- ▶ Breakthrough to greatness on your HCAHPS patient satisfaction scores by implementing the "Brilliance of Basics" core competency strategies to consistently meet patient expectations.
- ▶ Identify the 12 most common barriers to creating exceptional patient satisfaction, and create an action plan to overcome them.
- ▶ Mobilize and motivate your team by unleashing the genius, power, and benefits of goal mastery!

EMPOWERED LEADERS SAY IT BEST:

"Excellent speaker that will push you and your team to the next level."

– Gary Marks, CEO, Hamilton County Hospital District

"Inspires excellent customer service, presentation was fantastic."

– Dzaidi Daud, CEO/President, Booneville Community Hospital

"Timely! Love the hand out information."

– Jan Griffith, CNO, Coryell Memorial Hospital

"Spot on strategies, research based, delivered with energy!"

– John Checkly, Sr. VP Member Relation, Texas Hospital Association

"Fantastic – want to get all books and help my facility and staff achieve standards for care and service."

– Marolan Smith, Ochitree General Hospital