

The Medicine of Empowerment and Compassion™

Collaborating for Exceptional Patient Outcomes



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MISSION:

Create a Patient-Driven Culture of Empowerment and Service Excellence

YOU WILL LEARN HOW TO:

- ▶ Create a model medical practice with a reputation for world-class customer satisfaction.
- ▶ Empower and motivate staff to go the extra mile for patient care.
- ▶ Implement strategies to reduce or eliminate the top 10 patient dissatisfiers.
- ▶ Implement everything you'll learn with a take-home, ready to use Tool Kit.
- ▶ Gain greater insight into your patients' expectations and satisfy them to create lifetime customer loyalty.
- ▶ Read your patients' hidden needs through the power of non-verbal communication.
- ▶ Understand the real reasons patients complain and leave, as well as five proven techniques to keep them for life.
- ▶ Ensure your staff know what to do when there is a service failure and how to win back the patient.
- ▶ Reduce the stress and frustration of patient wait times through proven "line management" techniques.
- ▶ Empower co-workers to provide exceptional patient service using the "Greatest Management Principle in the World."

SEMINAR ATTENDEES SAY IT BEST:

"The power of the physicians attitude is critical. Valuing people and their efforts is the key to successful team work and customer satisfaction."

– Dr. Roger Thomas, CA

"Useful in increasing awareness of what patients and staff are most interested."

– Dr. William Cloud, CA