

The Spirit and Soul of the **HCAHPS** **Hospital** of **Choice**™

MISSION:

Celebrating the Commitment of the World-Class
Service Professional

YOU WILL LEARN HOW TO:

- ▶ Be re-inspired to fully realize your potential in service to others.
- ▶ Break down departmental silos and achieve organization-wide literacy about the HCAHPS survey results.
- ▶ Gain active, enthusiastic, frontline buy-in and ownership to improve the patient experience at the bedside and from support services.
- ▶ Unleash the power of enthusiasm... the “priceless quality that makes everything different.” – *Norman Vincent Peale*
- ▶ Build a patient-driven culture of compassion and love through the three cornerstones of culture change.
- ▶ Improve employee morale as a necessary first step to providing world-class customer satisfaction.
- ▶ Avoid care-giver burn-out by treating every patient as if he/she were your only patient.
- ▶ Improve patient satisfaction to the 90th percentile and reduce controllable turnover by 50% in three years.

SEMINAR ATTENDEES SAY IT BEST:

“Just when I thought of giving up, I have been inspired to try a little harder.”
– *Jason Hollis, Lift Team Coordinator, Tri-City Medical Center*

“The speaker inspires and leads others to be the best they can be and to recognize and go beyond their potential.”
– *Jennifer Houde, Chief Flight Nurse, Medflight Ltd.*

“This presentation was packed with useful information and actionable recommendations to build service excellence.”
– *Carol Chandler, Shady Grove Adventist Hospital, Rockville, MD*

