

Taking the Pulse of Physician Excellence™

The New Role of the Physician Leader

MISSION:

Putting Service Excellence To Work For You

YOU WILL LEARN HOW TO:

- ▶ Utilize the results of a Physician focus group with an action plan for improving service to physicians.
- ▶ Benefit from insights gained from a focus group with nurses designed to improve patient care through enhanced collaboration.
- ▶ Be more knowledgeable of the implementation of the Employer of Choice – Service Excellence Initiative™.
- ▶ Gain practical insight from the hospitals' current patient satisfaction survey results on patients' perception of physician care.
- ▶ Interpret medical executive committee policy recommendations for a "Physician Good Citizenship Policy."
- ▶ Participate in a valuable nurse/physician empowerment survey designed to enhance retention of quality nurses.
- ▶ Take advantage of a special CME-approved seminar designed to improve service to their patients and family members entitled, "The Medicine of Empowerment and Compassion – Collaborating for Exceptional Patient Outcomes."
- ▶ Understand medical executive recommendations entitled, "The New Role of Physician Leader in Service Excellence" by identifying unique opportunities to consistently deliver world-class patient satisfaction.

SEMINAR ATTENDEES SAY IT BEST:

"Good to hear once (if never heard before) – good to know the entire hospital will be involved in the entire effort."

– Dr. Joanne Chen, CA

"Excellent overview of hospital's commitment to the comprehensive program."

– Dr. Jay Lichman, CA

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