

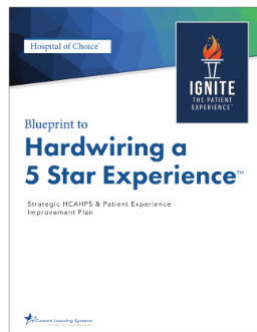
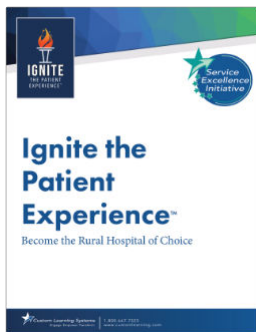


Creating a 5 Star Culture of Healing Kindness™

The 8 Step Journey with Healthcare's Engagement Experts

STEP
1

Strategic & Tactical Planning



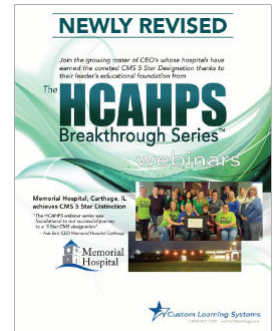
STEP
2

Core Competency Education & Best Practices



SERIES IN THE EVERYONE'S A CAREGIVER® MICRO-WEBINAR SYSTEM

- The HCAHPS Hospital of Choice™
- The 5 Star Nurse™
- The Patient Centered Clinic™
- The 5 Star ED™
- Transform the Resident Experience™
- The 5 Star Physician™

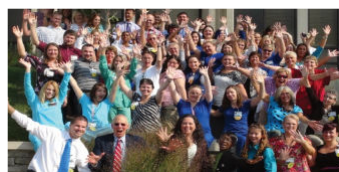


STEP
3

Frontline Engagement



Service Excellence Council



Service Excellence Advisors



DO IT Meetings

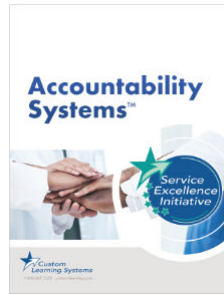


Service Huddles



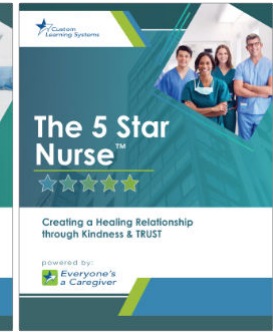
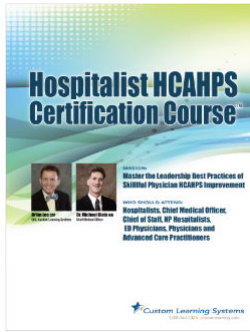
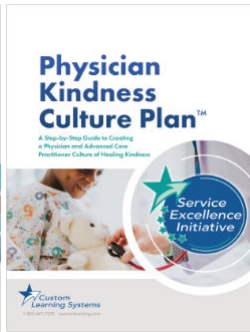
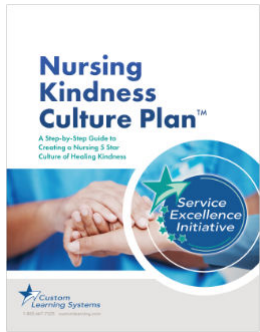
STEP
4

Leadership Engagement



STEP
5

Physician & Nurse Engagement



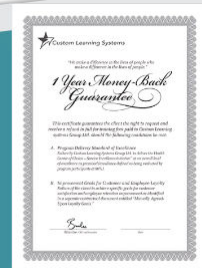
STEP
6

Advanced Education



STEP
7

Continuous Quality Improvement



Year of Achievement

1 Year Guarantee

STEP
8

High Impact Transformation

