

# Reignite the Patient Experience Fully Staffed™

RE-ENERGIZE YOUR ENTIRE TEAM'S  
COMMITMENT TO BECOMING A  
5 STAR HOSPITAL OF CHOICE

YOU WILL LEARN HOW TO:

- Gain a buy-in from everyone who is not at the bedside as caregivers and then actively engage them in improving their patient experience
- Achieve a dynamic, positive shift in frontline morale and attitude
- Re-engineer your internal communication process to fully engage and empower everyone at every level
- Enhance, engage, and empower everyone to embrace the 7 *License to Please* empowerment tools as a consistent part of their daily practice
- Take advantage of the concept of *Atomic Habits* to focus on the little things that are big things for patients
- Implement the imperatives of 5 Star patient experience
- Enhance personal job satisfaction

*"I'm looking forward to my kindness shift in the morning."*  
– Colleen Smith, CNA, Memorial Hospital



*"Just when I think of giving up, I have been inspired to try a little harder."*

– Jason Hollis, Lift Team Coordinator, Tri-City Medical Center

*"Brian Lee has an engaging way of getting across a critical message to employees who think they are providing good care but are not."*

– Jean Jensen, RN, FACHE, VP Redesign/Operational Excellence, Hospital Sisters Health System

*"We have lightening in a bottle right here!"*

– Julius Pearson, VP of HR, Dickinson County Healthcare System