

UPLIFT THE PATIENT & EMPLOYEE EXPERIENCE

**Opportunities, Optimism
& Ownership**

A LIVE STREAM EVENT
NOVEMBER 14-16TH, 2022

PRESENTED BY:



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

As conference partner, we are excited to
provide unlimited free access to your
leaders and caregivers.

REGISTER NOW!

Ignite your entire team!



Brian Lee CIP, HoF



Kelly Swanson



Orlando Bowen



Meg Soper RH



Clint Maun CIP



Marcus Engel MS, CXPX, CIP



Mark Black CIP



Roger Crawford

RAVE REVIEWS

"I learned a lot and am
refreshed to help make
changes back home."

— Kevin Tadus,
Grand River
Health

"I have truly had a blast. I have learned
more than I ever expected. Made tons
of new friends and business
relationships."

— Kaylee Mackeh
Ringgold County
Hospital

"I am informed, empowered and
pumped up to get our team on the
right customer service track."

— Joanna Garneau
Eastern Plumas
Health Care

WHO SHOULD ATTEND?

**Anyone Who Believes in Exceptional
Employee and Patient Satisfaction**

- Administrators, CEOs, COOs, CFOs • CNEs,
CNOs & Nurse Leaders • Customer Service &
Quality Professionals • Education & Training
Professionals • Human Resource Professionals
- Patient Representatives • Physicians/Providers
- Service Excellence Advisors, Ambassadors &
Frontline Leaders • Retention & Recruitment
Professionals • Service Excellence Council
Members • Volunteers & Volunteer Leadership

YOU AND YOUR TEAM!

**Schedule your own
watch parties!**

See details on the next page

Or join us live in Orlando

www.HealthCareServiceExcellence.com

1.800.667.7325 x2230 | Chelan@customlearning.com



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November 14-16th, 2022
Rosen Shingle Creek, Orlando, FL

Watch Party Facilitator Webinar

WHO SHOULD ATTEND?

Anyone that wants to learn new best practices to improve their people skills when engaging with patients and coworkers.

TIPS TO ORGANIZE SUCCESSFUL WATCH PARTIES:

- Post the HCSEC Poster everywhere
- Email the HCSEC Poster to your employee database
- Book Watch Party spaces, such as conference rooms, cafeterias, boardrooms, etc. to enable anyone to drop in
- Serve snacks, drinks, etc.

SCHEDULE WATCH PARTIES FOR:

- Every department
- Your Senior Leadership Team
- Your Service Excellence/Patient Experience Council
- Your Board and Patient/Family Advisory Council

ATTENDEES RAVE:

"Brian breaks it down and recaps well."

– Season Brown, Service Excellence Director, Holton Community Hospital

"Brian is always easy to listen to and covers very useful and insightful content."

– Mark, Morrow County Health District

"Brian Lee's excitement and passion is so contagious and makes you feel so powerful... like I can do anything! I'm excited to facilitate a strong discussion with the people at my watch party."

– Amanda Wright, Activity Director & Patient Experience Specialist, Family Health West

TRAIN YOUR OWN WATCH PARTY FACILITATORS:

Boost the impact and value of the HCSEC Keynote Live Stream Experience by letting us train your Watch Party Facilitators. These 1-hour sessions will be led by Conference Founder and CLS CEO Brian Lee. Choose one session by clicking below to save your spot.

Friday, October 14th, 2022 | 1PM CT
SIGN UP

Monday, October 24th, 2022 | 1PM CT
SIGN UP

Friday, October 21st, 2022 | 11AM CT
SIGN UP

Monday, October 31st, 2022 | 11AM CT
SIGN UP

Bring the Keynote Live Stream
to Your Organization or Facility
Download Poster

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