



Forever 5 Star™

5 Imperatives to
Sustain, Hardwire & Grow

Recommended Areas of Focus to Sustain, Hardwire & Grow

STEP

1

Choose the options that fit your goals

1

FRONTLINE

Frontline Education

- New Hire Orientation™**
 - SEA Train the Trainer™ Course
 - Master Train the Facilitator™ Course
 - Annual Service Excellence Workshops™
 - Service Excellence Workshop™ - Curriculum Design
- All Staff Training** (See list next page)
- Everyone's A Caregiver™** Micro Webinar System
 - HCAHPS Skills for Everyone™/Nursing
 - Patient Centered Clinic™
 - 5 Star Nurse™
 - 5 Star Survey Mastery™
 - 5 Star Provider™
- 5 Star Hospitality Cure™**
 - Caregiver Heroes™
 - Motivation Minutes™
 - Transform the Resident Experience™

2

RECOGNITION

Conference Awards & Recognition

- Health Care Service Excellence Conference™**
 - In person attendance; Keynote speeches and relevant workshops
 - On Demand Conference Virtual Watch Parties
- Annual Healthcare Conference - Awards Program**
 - Summit Awards™
 - Breakthrough Awards™
 - Team Bragging Video Awards™
 - Founders Award™
 - Star Awards™ - National Rural Honorary Roll
 - Star Awards™ - CMS
- Elevate™ Virtual Conference & Watch Parties**

3

LEADERSHIP

Leadership/C-Suite Development & Training

- Annual Leadership Education** (See list next page)
 - Leadership Retreat Education & Facilitation
 - Annual Physician & ACP Education
 - Executive Team Coaching
- New Leader Education & Orientation™**
 - The HCAHPS Breakthrough Leadership Webinar Series™
 - The HCAHPS Leadership Academy™

4

SUSTAINABILITY

Sustainability

- DOIT Engagement Refresh**
- OASIS Teams Charter - Design & Launch**
- LEAD Teams Charter - Design & Launch**
- The Accelerated Staffing Fix™**
- The Swing Bed Growth Academy™**
- The Five Star Clinic™**
- The Five Star Emergency Department™**

5

CLINIC

Clinical Soft Skills Education

- Health Care Service Excellence Conference™**
- Resilience, Self Care & Civility**
- The 5 Star Physician™**
- The 5 Star Provider™**
- Annual Physician & ACP Education**
- Resilience, Self Care & Civility**
- The HCAHPS Hospitalist™ Certification Course**
- The 5 Star Nurse™**
- The 5 Star CareGiver™**
- Nurse Week Recognition & Education™**
- Keep Your Nurses & HealthCare Providers for Life™**



Exceptional Learning Resources

STEP

2

Pick the topics that fit your needs

STEP

3

Request a proposal

Service Excellence Workshops

Workshops custom designed in collaboration with your team to ensure organizational needs are met. Presented by Service Excellence Advisors.

- Building on Positive Experiences
- Creating a WOW Experience™
- Discovering Our Values™ Service Excellence Workshop
- Embracing a Collaborative Culture Workshop
- I'm Here: Kindness Cure™ - It Starts With You
- Living a Culture of Service Excellence Through
- Our Service Standards™
- Pulling Together (client's name) Team™
- Service Excellence Leading by Example™
- The Hospitality Cure™
- The Patient Experience - A Reflection of You™
- Three Keys to a Collaborative Customer
- Focused Culture
- What Makes You Feel Good at Work
- Winning With Difficult Patients™
- Or another title/topic of your choosing

All Staff Training

Patient Experience:

- The Art of Connection: Crafting Unforgettable
- Customer Experiences - Larry Chatterton
- The Guy on the Gurney: The ED Experience of the Guy
- Who Was There - Michael Bayer
- Ignite The Patient Experience™
- Resilience, Self-Care & Uplifting Communication™

Professional Development:

- DEI (Diversity, Equality, Inclusion) – Andrew Lewis
- Recognizing The Power of Generational Diversity - Kevin Robbins
- Momentum: The key to sustainable and viral healthcare leadership - Kevin Robbins
- Emotional Intelligence
- Diversity, Equity & Inclusion

Motivation & Attitude

- Staying Positive in a Negative World - Michele Matt
- Live UP: Creating Balance and Joy in Your Life - Michele Matt
- Moving from Surviving to Thriving in Healthcare: It's Possible and Practical - Mira Rollins
- The OOMPH Factor: Making the Extra Mile the Best Part of the Trip - Richard Hadden
- The Healing Power of Humor - Michael Bayer
- Reclaiming Joy for Your Job – Andrew Lewis
- Civility: Fostering A Culture of Respect: Eliminating Gossip, Rumors and Destructive Behavior - Bruce Lee

Leadership & C-Suite

Patient Experience:

- Reignite the Patient Experience™

Professional Development:

- Hardwiring Best Practices for LEAD Success
- Intentional Leadership
- Leadership Qualities to Do What Matters Most
- Reality Based Leadership Training
- Growth Minded Leadership
- Advanced Growth Minded Leadership
- Uplifting Leadership Series™
- PART 1: Personal Responsibility, Communication Excellence, Customer-Centric Leadership Synergy in Action, Productive Meetings
- PART 2: Time Mastery, Problem Solving, Delegation Mastery, Coaching for Success, Conflict Resolution
- Emotional Intelligence
- Diversity, Equity & Inclusion
- 5 Dysfunctions of a Team
- Behavioral Styles Made Simple™
- Accountability Factor™

Motivation & Attitude:

- Resilience, Retention and Self-Care for Leaders
- Gain a Buy-in from Everyone for Anything
- Resilience, Self-Care & Uplifting Communication™

Employee Engagement:

- Driving a Renewed Culture of Engagement
- Invisible Tools: Communication Skills to Solve Problems & Empower Team Members

Staffing:

- Contented Recruits Never Leave: How to Find & Keep the Workforce Your Patients Need
- Secrets of the Staffing Fix

Surveys, Feedback, SEI Quality

CareSay™ Surveys:

- Enhance Patient Satisfaction
- Boost Employee Engagement
- Tailored Feedback Solutions
- Continuous Improvement

Patient Feedback Tools:

- CareSay™ Reviews
- Patient Rounding
- Snapshot - deeper insights

Employee Feedback Tools:

- Caregiver Rounding
- Leadership Empowerment Survey
- Internal Services Scorecard
- Provider Survey

Service Excellence Sustainability

- SEI Tracker™
- cTools - hub for essential resources
- Evaluations:



All Inclusive Package for Sustaining Engagement

Unlimited Free Access to



Unlimited Free Access to

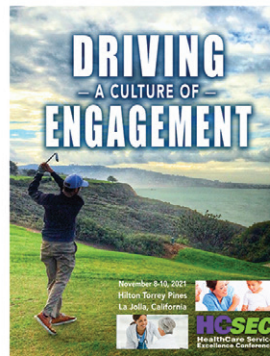


Unlimited Free Access to CareSay™ Suite



- CareSay Reviews™
- CareSay Snapshot™
- CareSay Rounding™ Tools
- CareSay Engagement™ Survey
- CareSay Internal Services Scorecard™
- CareSay Automated Patient 5 Star Google Reviews

Preferred Alumni



SEA Training at Preferred Alumni Discounted Rate



60% of Partner Rate

Onsite Leadership & Professional Development at Preferred Alumni Discounted Rate



60% of Partner Rate