

# Brian Lee

CSP, HoF

Patient Relationship Expert,  
Inspirational Keynote Speaker,  
HCAHPS Guru



## SPEAKING TOPICS

- ✓ Magic of Engagement
- ✓ Staffing Fix
- ✓ Satisfaction Guaranteed
- ✓ HCAHPS Expert

## MISSION

Creating a 5 Star Culture of  
Healing Kindness

## VISION

Kindness Care Everywhere

## PAST CLIENTS

Brian regularly delivers keynotes, breakout sessions and full day workshops to national health care organizations such as AHA, NRHA, NOSORH, NAHCR, AORN, as well as Rural, State, Quality, and long-term health care associations.

## ABOUT ME

Brian Lee CSP, HoF is one of North America's leading experts in the field of Healthcare Patient Satisfaction, and is the author of 8 books, including *Satisfaction Guaranteed*, *Rural Hospital Renaissance*, *Skillful Physician Communication*, and *Keep Your Nurses and Healthcare Professionals for Life*.

Brian Lee founded Custom Learning Systems Group in 1984 and in 2000, the annual HealthCare Service Excellence Conference, now in its 23rd year.

Brian has been awarded the designation of CSP Certified Speaking Professional, by the National Speakers Association and was recently inducted into the Speakers' Hall of Fame.

## STATS



Travels 150,000 miles per year, speaking in 52 states and 10 provinces and in 14 countries worldwide.



Average Rating 4.75 / 5



Celebrating 39 years with Custom Learning Systems