

Pat Goodberry

Chief Operating Officer,
HealthCare Service Excellence
Conference Chairperson



SPEAKING TOPICS

- ✓ Process Leadership College Facilitation
- ✓ Intentional Grieving Navigation
- ✓ HealthCare Service Excellence Conference Leadership

MISSION

Advancing Service Excellence
Through Leadership and Resilience

VISION

Kindness Care Everywhere

STATS



Connoisseur of all things Disney



IntentionalGrieving.com
founder and counsellor



Promotes Southern
Gospel Concerts

ABOUT ME

Pat joined Custom Learning Systems in 1995. She quickly grew into the position of VP of Client Services, where she contributed to the development of much of the Hospital of Choice – Service Excellence Initiative™ materials and processes.

In 2004 she was promoted to COO, where she continues to serve on the Executive Team overseeing Client Services, content/process development, relationship building, and conducting Process Leadership College. Her ability to connect with her staff and clients through caring relationships sets her apart as a compassionate leader.

She is also the Chair of the HealthCare Service Excellence Conference, currently celebrating its 24th year as a top-rated motivational, content-rich, conference. She is equally comfortable orchestrating the behind-the-scenes activities as she is taking center stage as an MC.

DEVELOPER

In 2009, Pat developed the first edition of The Amazing Leadership Race, as an entertaining and educational way to get conference attendees on their feet, networking, and having fun.