

Mark Brodeur

MHA, CPXP

VP of Process Improvement
Patient Relationship Expert,
ED and Clinic Consultant



SPEAKING TOPICS

- ✓ Improving ED Throughput and Patient Experience
- ✓ Creating a 5-Star Clinic
- ✓ Being a Leader Rather Than a Boss

MISSION

Assisting Healthcare Organizations to Become the Employer of Choice and Provider of Choice

VISION

Kindness Care Everywhere

WHAT DRIVES ME:

Engaged Employees and Excellent Patient Experience are critical because:

1. It the right thing to do.
2. As stewards of a valuable community resource, we owe it to them.
3. It pays financial dividends through operational efficiency and market growth.

ABOUT ME

Mark assists healthcare clients to improve their organization's culture, patient satisfaction, and operational metrics, particularly Emergency Department and Clinic operation.

Prior to joining CLS, Mark enjoyed a long career as a hospital senior executive. He brings a combined 45 years of experience in hospital management to his role at Custom Learning, including over 22 years experience as a hospital CEO in for-profit and not-for-profit settings.

He has a track record of making significant improvements to those hospitals by strengthening their financial performance, growing services, and redeveloping a mission driven culture. Through his background and knowledge base, Mark addresses the real-world issues faced by clients trying to improve operational performance and culture development.

STATS



With Custom Learning Systems since 2016



Champion and rescuer of four-footed fur-babies