

Hardwiring a 5 Star Patient Experience™

A special 90-minute Live Video Keynote for Leadership



THE FIVE IMPERATIVES OF BECOMING A 5 STAR PROVIDER OF CHOICE

YOU WILL LEARN HOW TO:

- Avoid the 2 fatal mistakes most hospitals make about HCAHPS improvement, and know exactly what to do
- Implement the single most important best practice to both improve the patient experience and engage and empower your frontline staff
- Apply the 4 step staff empowerment formula, to educate and mobilize everyone, to continuously improve the patient experience
- Discover the 12 biggest barriers to engaging the frontline to improve the patient experience, and how to overcome them
- Energize your current efforts to improve the patient and family experience and create a sense of urgency
- Discover the five “must-have imperatives” to improve the overall patient experience and become a high-performing hospital

**Presented by Brian Lee CSP, HoF
Healthcare’s Engagement Expert**

WHO SHOULD ATTEND?

C-SUITE, LEADERS AND SUPERVISORS & KEY INFLUENCERS AT EVERY LEVEL

WHAT CEOS HAVE TO SAY:

“It was an eye opener! It provided our team with skills to immediately focus on improving frontline communication, morale and teamwork.”

– Teresa Deuel, Former CEO
Hodgeman County Health Center, KA

“The best time investment in patient experience/HCAHPS leadership education and engagement we have ever made. Very well done and exceeded everyone’s expectations.”

– Robert Boyd, CEO
Linton Hospital, Linton, ND