

Reignite the Patient Experience Fully Staffed™

HOSPITAL



RE-ENERGIZE YOUR ENTIRE TEAM'S COMMITMENT TO THE PATIENT EXPERIENCE AND EMPLOYEE RECRUITMENT AND RETENTION

REIGNITE THE PATIENT EXPERIENCE:

- Unleash the influence and enthusiasm of frontline caregivers
- Change your culture or be doomed to repeat the past
- Master the skills of patient experience survey literacy
- Enhance, engage and empower everyone to embrace the License to Please empowerment skills

SECRETS OF BEING FULLY STAFFED:

- Five paradigm shift you need to know
- How to recruit your own recruits and create a waiting list
- Hug your new hires for a year so they never want to leave

"There's plenty of help. They just don't work for you."
– Clint Maun, CSP, Maun-Lemke

"Brian Lee has an engaging way of getting across a critical message to employees who think they are providing good care but are not."

– Jean Jensen, RN, FACHE,
VP Redesign/Operational
Excellence, Hospital Sisters
Health System

"We have lightning in a bottle right here!"

– Julius Pearson, VP of HR,
Dickinson County
Healthcare System

"Just when I think of giving up, I have been inspired to try a little harder."

– Jason Hollis, Lift Team
Coordinator, Tri-City
Medical Center