

The Magic of Frontline Leadership™

Through World Class Patient Satisfaction™

MISSION:

How to unlock the mystery of employee empowerment and enthusiasm to create a World Class patient experience.

YOU WILL LEARN HOW TO:

- ▶ Recognize the 3 critical selection criteria for picking “high-potential” frontline staff, that have the capability and aptitude to provide on the job influential leadership to fellow peers and co-workers.
- ▶ Successfully recruit and engage the best-of-your-best staff and overcome previous concerns they may have about disconnected “higher-ups”.
- ▶ Design and implement the single most powerful best practice that will motivate employees to go the extra mile, especially in dealing with customer problems and complaints.
- ▶ Create your own customized service excellence train-the-trainer program to empower your front line leaders to teach and motivate their peers.
- ▶ Custom design a 3 hour “Winning at HCAHPS” service excellence workshop that effectively eliminates high priority patient dissatisfiers.
- ▶ Create a dynamic collaboration between frontline leaders and their managers to facilitate weekly and monthly “DOIT” meetings, to systematically improve patient scores to the 90th percentile.
- ▶ Understand the hidden link between employee, patient and physician satisfaction and how to improve all 3 simultaneously.

FRONTLINE LEADERS SAY IT BEST:

“We realized we all had the same problems and want to work on solving them together.”

– Kelly Jane, St. Mary’s Hospital, Port Arthur, TX

“I spent the first 5 years at St. Mary’s with my mouth shut. We got the quiet people to openly speak up and got terrific ideas.”

– Frank, St. Mary’s Hospital, Port Arthur, TX

“The cultural aspect was great. I now have an African American “brother who is white!” There’s a sense of togetherness throughout the hospital.”

– Carolyn Joubel,
St. Mary’s Hospital, Port Arthur, TX

