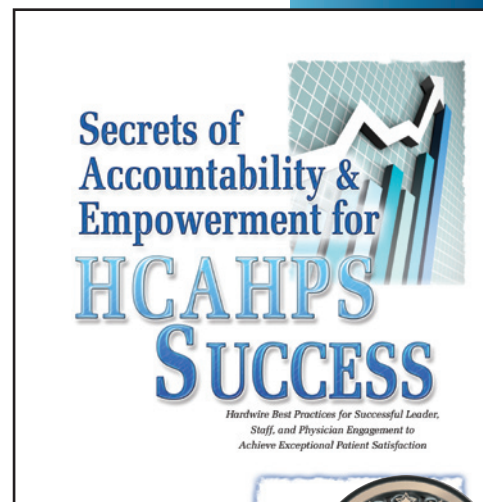


Secrets of Accountability & Empowerment for HCAHPS Success



MISSION:

Hardwire Best Practices for Successful Leader, Staff, and Physician Engagement to Achieve Exceptional Patient Satisfaction

YOU WILL LEARN HOW TO:

- ▶ Initiate administrator initiated systems for organizational accountability.
- ▶ Achieve director/middle manager ownership of HCAHPS best practices.
- ▶ Gain physician engagement in continuous HCAHPS improvement.
- ▶ Improve frontline empowerment to achieve higher expectations of world-class patient satisfaction.

SEMINAR ATTENDEES SAY IT BEST:

“Very dynamic and energetic speaker with great information on how to improve opportunities to change the culture of an organization, permanently.”

– *Cindy Noonan, ValleyCare Health System, Pleasanton, CA*

“Enthusiastic, informational presenter with high content value.”

– *Jack Olden, VHA*

