

The Long Term Care **Provider of Choice**[™]



MISSION:

Create a long-term sustainable, competitive advantage as a provider of choice

YOU WILL LEARN HOW TO:

- ▶ Send a wake-up call to leaders and staff about previously unknown resident/patient dissatisfiers and how to eliminate them.
- ▶ Break down departmental silos and achieve organization-wide literacy about the resident/patient survey results.
- ▶ Gain active, enthusiastic frontline buy-in and ownership to improve the patient experience at the bedside and from support services.
- ▶ Build a resident/patient-driven culture of compassion and love through the three cornerstones of a culture of engagement.
- ▶ Improve employee morale as a necessary first step to providing world-class resident/patient and family satisfaction.
- ▶ Inspire and engage leaders at every level to implement 18 critical best practices through a Rapid Cycle Action Program.
- ▶ Improve resident/patient satisfaction to the 90th percentile and reduce controllable turnover by 10% a year.
- ▶ Implement 10 breakthrough recommendations to become the provider of choice.

SEMINAR ATTENDEES SAY IT BEST:

“This presentation was packed with useful information and actionable recommendations to build service excellence.”

– Carol Chandler, Shady Grove, Rockville, MD

“Thank you for helping to make our event a success and for supporting us in our journey towards achieving the 95th percentile in overall patient satisfaction.”

– J.P. Gallagher, Director, Christ Healthcare

