

GAME CHANGER

REJUVENATE REENERGIZE REENGAGE



**DISCOVER
BREAKTHROUGH
SOLUTIONS TO
PATIENT EXPERIENCE
AND EMPLOYEE
RETENTION**



EMBARK ON YOUR JOURNEY TO BECOME A GAME CHANGER

Calling all adventurers and healers, we invite you to step into a world of discovery, where you can transform from caregivers to legendary game changers.

Join us from November 4th to 6th for a conference like no other. Our dedicated team has spent the past year conjuring an extraordinary assembly of the finest Thought Leaders, each a master in their field. This journey offers a unique blend of brilliant keynotes, invaluable breakout sessions, and exceptional networking opportunities with the brightest minds in healthcare.

Don't miss this opportunity to lead your team to new heights of excellence. Prepare to embark on an epic quest, where every session is a step toward becoming a true game changer.

– Brian Lee CSP, HoF



MEET OUR LEGENDARY HEROES



Rules for Amazement

Jon Petz CSP, CPAE

Unlock the secrets to creating extraordinary value in every interaction and leave with the essential Rules for Amazement to elevate engagement, attention, and retention. Join Jon as he reveals the magic behind creating value and impact in every interaction, leaving you equipped and energized to transform your professional and personal endeavors.



Mobilizing a Team in the Staffing Game

Clint Maun CSP

Healthcare organizations can rejuvenate, reenergize, and reengage their staffing strategies. Join Clint to discover practical methods for achieving an accelerated staffing fix through team-based approaches. Gain insights from real client examples and learn about proven results that showcase how to enhance staffing success effectively.



Keeping Your Team in Tune

Patrick Henry CSP

Join Patrick for an entertaining and insightful presentation that combines music, humor, and practical strategies to elevate your team and create a remarkable customer experience. Gain a deeper understanding of the difference between value and worth, and learn how this knowledge can enhance team dynamics, improve the workplace environment, and elevate the patient experience.





Livin' Life Large:

Leading Your Legacy in Health Care

Tyler Hayden CSP

Get ready for a keynote packed with humor and transformative insights that will have you laughing while learning. Tyler delivers game-changing solutions designed to create long-term work/life satisfaction by making the most of every moment. Learn how to support one another, set meaningful goals, build strong relationships, and seize opportunities.



Compassion Is Action

Marcus Engel MS, CPXP, CSP

In this heartwarming account, Marcus blends experience as a patient with academic knowledge about how we can show more compassion to patients, colleagues, self and others. Audiences will come away with a renewed sense of purpose, a keen understanding of compassion and empathy, and a reinvigorated desire to serve those at the bedside.



Compassionate Accountability:

Unlock a Breakthrough Mindset for Building Connection and Getting Results

Nate Regier PhD

Leaders no longer get to choose between building relationships and getting results, and they don't have to! Join Nate to learn a breakthrough framework for addressing the most pressing issues and experience the possibilities when compassion and accountability come together through the three switches of The Compassion Mindset. Leave with more hope, energy, and practical tools you can implement immediately.



Thriving and Not Just Surviving:

Practical Self Care and Burn Out Reduction Strategies for Healthcare Professionals

Mira Rollins OTR

Mira's engaging and informative session will dive into the 7 areas of wellness, allowing participants to identify areas most negatively impacted by their professional schedules and roles. Specific strategies for burn out reduction will be identified, and participants will leave with their own individualized burn out reduction plan that can be immediately implemented.

CONFERENCE AT A GLANCE

Check-In & Information Desk | **SUN** 6:00PM – 9:00PM **TUES** 6:30AM – 4:00PM
MON 6:30AM – 6:00PM **WED** 7:30AM – 4:00PM

MONDAY 4

7:00 am – 8:00 am

Breakfast

8:00 am – 8:45 am

OPENING | **Brian Lee** | Game Changer: Rejuvenate, Reenergize, Reengage

8:45 am – 10:00 am

KEYNOTE 1 | **Jon Petz** | Rules for Amazement

10:00 am – 10:30 am

Break

10:30 am – 12:00 pm

1A **Brian Lee** | CEO Roundtable

BREAKOUT 1

1B **Andrew Lewis** | Implementation Coordinators Unite

1C **Pinckneyville Community Hospital** | Putting the Custom in Custom Learning Systems

1D **Memorial Hospital** | Operation DO IT

1E **Richard Hadden** | Serving Ourselves: Providing a 5 Star Experience for Our Internal Customers

1F **Fran Kick** | Looking@Leadership: Bringing Together Better Leadership & Smarter Followership

12:15 pm – 1:00 pm

Lunch

1:00 pm – 2:15 pm

KEYNOTE 2 | **Clint Maun** | Mobilizing a Team in the Staffing Game

2:15 pm – 2:30 pm

Break

2:30 pm – 3:30 pm

2A **Andrew Lewis** | Embracing Conflict: Building Resilient Healthcare Teams

BREAKOUT 2

2B **Ely-Bloomenson Community Hospital** | Level Up: Sustaining Energy and Engagement

2C **Fall River Health Services** | Keeping Excellent Health Care Close to Home

2D **Clint Maun** | Accelerated Staffing Fix Breakthroughs

2E **Pat Goodberry** | Supporting One Another: Grief Support for the Griever and Supporter

2F **TBA** | TBA

3:30 pm – 4:00 pm

Break

4:00 pm – 5:15 pm

KEYNOTE 3 | **Patrick Henry** | Keeping Your Team in Tune

5:30 pm – 10:00 pm

CLS Family Game Night & Dance Party

TUESDAY 5

7:15 am – 8:30 am

Breakfast

7:30 am – 8:30 am

JOURNEY TO EXCELLENCE | **Van Diest Medical Center** | A Case Study in Exceptional Caregiver & Patient Engagement

8:45 am – 10:00 am

KEYNOTE 4 | **Tyler Hayden** | Livin' Life Large: Leading Your Legacy in Health Care

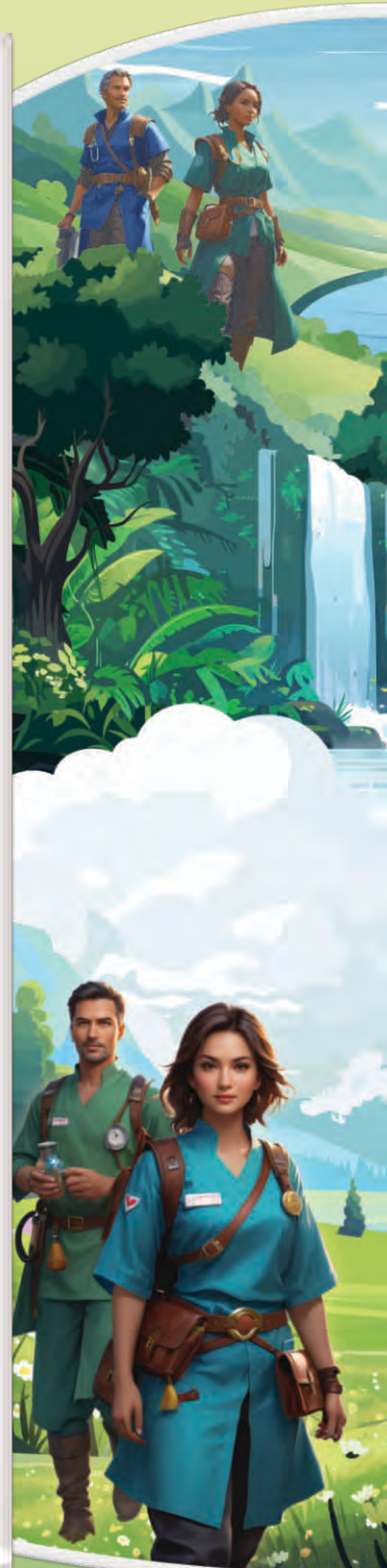
10:00 am – 10:30 am

Break



continued on next page

4



TUESDAY

5

10:30 am – 11:30 am
BREAKOUT 3

- 3A **Michele Matt** | Five Behaviors of a Winning Team
- 3B **Michael Bayer** | Gemba Boards: An Engagement Game Changer
- 3C **Valley Professionals Community Health Center** | Onboarding Quest: Level Up Your New Hire Experience
- 3D **Rio Grande Hospital & Clinics** | From Vision to Victory: If You Believe It Find a Way to Achieve It
- 3E **Dorian Nottebrock** | CareSay Roundtable
- 3F **TBA** | TBA

11:45 am – 12:45 pm

12:45 pm – 1:00 pm

1:00 pm – 2:00 pm

BREAKOUT 4

Lunch with Team Bragging Video Showcase & Awards Break

- 4A **Larry Chatterton** | The Final3Feet: Energizing Employee Engagement & Retention Through Human Connection in Healthcare
- 4B **Lynn Sullivan** | Cultivating Kindness for a Thriving Workplace
- 4C **Memorial Hospital** | Memorial Islands: Survive & Thrive Through Workplace Efficiencies
- 4D **Family Health** | Family Health Quest: Excellent Navigation Through Service Recovery & DO ITs
- 4E **Mark Brodeur** | The Keys to Operating a 5 Star Emergency Department
- 4F **TBA** | TBA

2:00 pm – 2:20 pm

2:20 pm – 3:30 pm

3:30 pm

Break

KEYNOTE 5 | Marcus Engel | Compassion Is Action

Free Time

WEDNESDAY

6

7:30 am – 8:45 am

8:45 am – 10:00 am

10:00 am – 10:30 am

10:30 am – 11:30 am

BREAKOUT 5

Breakfast

KEYNOTE 6 | Nate Regier | Compassionate Accountability

Break

- 5A **Kevin Robbins** | Fueling Healthcare Leadership: Steps to Achieve & Maintain Momentum
- 5B **Tim Durkin** | Present Like a Pro: Tools & Techniques of Top Professional Speakers That You Can Use (**BACK BY POPULAR DEMAND**)
- 5C **Angie Schierer & Rachel Spalding** | CNO Roundtable
- 5D **Hot Springs Health** | Game Changing Strategic Accountability: Hardwiring Service Excellence Standards with Health Care Operations
- 5E **Minidoka Memorial Hospital** | What Do You See? A Journey to Discover Untapped Potential
- 5F **TBA** | TBA

11:45 am – 12:15 pm

12:15 pm – 1:00 pm

1:00 pm – 1:15 pm

1:15 pm – 1:30 pm

1:30 pm – 2:30 pm

BREAKOUT 6

Lunch

Breakthrough Awards, Star Rating & National Rural Honor Roll Group Photo

Break

- 6A **Bruce Lee** | Fostering a Culture of Respect: Eliminating Gossip, Rumors & Destructive Behavior
- 6B **Valley Professionals Community Health Center** | Cultivating Resiliency: Delivering Exceptional Healthcare
- 6C **Ortonville Area Health Services** | Game Changing Health Care in Ortonville: Celebrating Our 1st Year Success
- 6D **Angie Schierer** | Swing Bed Marketing Made Easy
- 6E **Rachel Spalding** | Service Excellence Council: Winning Strategies for Exceptional Performance
- 6F **TBA** | TBA

2:30 pm – 2:45 pm

2:45 pm – 4:00 pm

4:00 pm – 5:30 pm

5:30 pm – 6:00 pm

6:00 pm – 11:59 pm

Break

KEYNOTE 7 | Mira Rollins | Thriving & Not Just Surviving

Free Time

Founder's Reception

Dinner, Summit Awards & Dance

5

Celebrating excellence with inspiring

ACHIEVERS

Tuesday, Nov 5th | 11:45am

Team Bragging Video Awards

Organizations currently participating in the Service Excellence Initiative created a video that showcases their facility, team spirit, and Service Excellence experience. All videos submitted will be screened at the showcase, and the 1st, 2nd and 3rd place winners will be announced.



Wednesday, Nov 6th | 12:15pm

Breakthrough Awards

The Service Excellence Initiative's purpose is to improve customer service. It's success involves a total commitment from all personnel, from the frontline to the administrators. Recognition presented during the Breakthrough Awards acknowledges the efforts of all facilities in their challenge for world class patient and family satisfaction, as measured by an independent source.



Star Rating Awards

Organizations that have an overall improvement of at least one star, or achievement of 4 or 5 in their star ratings will be recognized.



National Rural Honor Roll

The National Rural Rating System has established credible criteria for recognizing rural and critical access hospitals that achieve 4 or 5 stars with less than 100 annual inpatient discharges, emergency departments, and clinics.








SUMMIT AWARDS

Wednesday, November 6th, 7:15pm EST

The Summit Awards are a North American-wide recognition program that celebrates exceptional customer service achievements in healthcare and initiatives for improving:

-  The quality of service for patients/customers
-  The quality of work life for professionals
-  The performance of organizations

All healthcare facilities participating in the Service Excellence Initiative are eligible to submit nominations. Summit Award recipients are presented their awards at the HealthCare Service Excellence Conference during the closing Night of Excellence Banquet.



JOIN THE QUEST FOR EXCELLENCE

November 4-6, 2024



REGISTRATION INCLUDES

- ✔ 7 Dynamic and Inspiring Keynote Speakers
- ✔ 30+ Practical and Relevant Breakout Sessions
- ✔ 8 Meals & 6 Refreshment Breaks
- ✔ Opening Night Networking Party
- ✔ The 24th Annual *Night of Excellence* Banquet & Dance featuring the Summit Awards

\$1175USD Full Registration

\$950USD Early Bird Rate
until September 16th, 2024



WHO SHOULD ATTEND

- Administrators, CEOs, COOs, CFOs ■ CNEs, CNOs and Nurse Leaders ■ Customer Service and Quality Professionals ■ Education and Training Professionals ■ Human Resource Professionals
- Patient Representatives ■ Physicians/Providers
- Service Excellence Advisors, Ambassadors and Frontline Leaders ■ Retention and Recruitment Professionals ■ Service Excellence Council Members ■ Volunteers and Volunteer Leadership

YOU & YOUR TEAM!

ROSEN CENTRE ORLANDO, FL



© Rosen Centre Hotel

Embark on your epic quest at the Rosen Centre in Orlando, Florida. Boasting vibrant accommodations and luxurious amenities, the Rosen Centre puts you close to incredible dining, shopping, and world-famous theme parks and attractions.

Relax in elegantly appointed rooms, savor world-class dining, and enjoy top-tier amenities. Don't wait! Book your hotel rooms now — space is limited. Special conference rates apply.

www.rosencentre.com

REGISTER NOW!