Are you looking for laughter and learning at your next event?

Hire Regina to help your organization improve the patient experience.

Fabulous Programs *include*

Leading Patient Experience (PEX) Improvement

A high level of support and commitment is required to support any patient improvement initiative. During this program, leaders will learn what they need to do to energize their staff to create exceptional experiences every day for every patient.

Four Fundamentals to Improving the Patient Experience (PEX)

No one wants to get sick or hurt and no one likes being a patient! As a matter of fact, many of us would never visit a physician's office or hospital if we didn't have to. During this program, you will examine the patient touchpoints and identify ways to make improvements. The four fundaments are:

- hiring the right people who have a high degree of competence and a fabulous attitude,
- identifying the right processes and consistently improving them,
- creating the right work environment,
- and providing the right services.

They Don't Teach Leadership in Medical School

Physicians are often placed into leadership positions and need to influence others, lead teams, manage conflict and consistently communicate the vision for the healthcare organization. When physicians fail to develop effective leadership skills, they could find themselves working with disgruntled co-workers and possibly facing litigation. Learn how competent leaders lead by connecting with others, being committed, courageous and being able to champion change.

Leading Change

The only thing that we know for certain about change is that it is inevitable and constant. Today's healthcare environment is undergoing massive amounts of change. Physicians are spending less time with patients during office visits, administration is obsessed with patient satisfaction scores, and every mistake is blown out of proportion on social media. As a leader, it is your responsibility to help your staff move through change as effectively as possible. During this program, you will learn strategies for getting people to embrace change and move forward.

Engaging Healthcare Employees

One of the keys to providing fabulous patient experiences is to hire and retain professionals who really care. Care about the patient during their entire healthcare journey. During this program, you will learn how to create a motivating work environment to retain your best and brightest employees.

Hire Regina to speak at your next event, facilitate a PEX strategy session, or coach one of your leaders to be more effective.

Call 845-294-7089 or email regina@reginaclark.net
Please visit www.reginaclark.net for more information!

> *"Your presentation was fabulous!"*
> – Georgeta Rinck, RN, MPH, Westchester Medical Center

> *"One of the best speakers we ever heard"*
> – Cindy Aiden, J&J

> *"Thank you for the outstanding presentation"*
> – Karen Weiss, Access Physical Therapy & Wellness

101 WAYS to IMPROVE the PATIENT EXPERIENCE
or... How to Avoid a Lawsuit!
REGINA M. CLARK, CSP

WOW YOUR CUSTOMERS OR SOMEBODY ELSE WILL

REGINA M. CLARK

Regina Clark, CSP is founder of Creative Performance Solutions, LLC, an international speaker, trainer, executive coach and author. She has been helping clients improve their results for more than 25 years. She received the Certified Speaking Designation in 2005, a designation held by fewer than 10 women in New York State. Her newest book is **101 Ways to Improve the Patient Experience**. Regina wrote the book after experiencing a stroke a few years ago, and having a terrible patient experience.

Creative Performance Solutions, LLC