

Engagement & Experience Exhaustion? Let's get refreshed!

Program Overview

Does this sound familiar? "Patient Experience, Employee Engagement, Physician Engagement... Fix it! Improve it! Make it better!" And can your response sound something like this? "I've tried everything! I don't know what else to do! Sometimes the scores go up and I don't know why, and then they bottom out and I don't know why!" Yet the patient experience, and employee and physician engagement play an increasingly critical role in every aspect of healthcare causing your organization to realize the need to accelerate outcomes to thrive and remain competitive.

Join MHEI and The Healthcare Experience Foundation for a **FREE** learning experience as we explore NEW and FRESH perspectives and strategies regarding the *Patient Experience, Employee Engagement and Physician Engagement*. You will leave the session with renewed energy and evidenced-based strategies for you, your team and your organization! Come yourself or bring a group for this **FREE** session!

Program Faculty

Katrina Coleman has been in the health care industry for 25+ years during which she has consulted and coached with hundreds of managers assisting them in developing and implementing skills to help them achieve their goal of running a productive and quality-driven department/unit. As a master's prepared nurse and an ATD-Certified Coach with many years of hospital experience behind her, Katrina understands the needs of leaders and staff as well as the environment in which they operate. Katrina's goal is to assist others in using their own talents and strengths to create quality outcomes.

Brooke Billingsley has extraordinary insight into how healthcare organizations can ensure that every patient has an exceptional experience. Brooke has arguably more experience observing healthcare interactions than anyone in the country, spending more than 1,000 hours sitting bedside, listening to patients share their lives, fears, and hopes for the future. She applies this vast knowledge from her research to coach, inspire, and impact the lives of caregivers. She has coached and guided more than one hundred organizations toward better patient experience outcomes, from large academic medical centers and health systems to smaller hospitals and physician clinics.

Katie Owens: As President of the Healthcare Experience Foundation, Katie is taking bold steps to assure that every organization has access to resources for engaging patients and developing their workforce to achieve results. Katie previously served on the HealthStream Leadership Team as Vice President of the Engagement Institute. She also served on the Baptist Health Care (BHC) leadership team in Pensacola, Florida, where she supported the system's sustained journey to excellence. Katie is the lead author of The HCAHPS Imperative for Creating Patient-Centered Excellence and is currently writing her second book about the importance of speaking the patient's language.



DATE/TIME

Friday, November 8, 2019
8:30 AM – 12:00 PM

Registration and Continental
Breakfast begin at 8:00 AM

REGISTER
NOW

LOCATION

Maryland Hospital Association
Pierson Conference Center
6820 Deerpath Road
Elkridge, MD 21075

PROGRAM FEE

There is no cost to attend; however, you must register online at MHEI.org.

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Yost,
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Lead. Educate. Inform.

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