

**2006 HealthCare Service Excellence Conference
San Diego, CA November 1 – 3, 2006**

**Rave Reviews
Overall Conference Score – 4.63/5**

What I like best about this conference:

- ▶ “I would like to thank everyone at this conference. It really has been the best conference I have been ever honored to attend.”
- ▶ “I learned so many ways to help innovate our hospital. I had the best time in meeting so many people & getting input.”
 - *Cathy Cliff, Operating Room Technician, Columbus Regional Healthcare System*
- ▶ “The CLS HCSEC is ALWAYS a great networking, learning, and entertaining opportunity. Can’t wait for next year.”
 - *Melissa Nufer, HR Assistant, St. John Macomb Hospital*
- ▶ “After completing our first year of Service Excellence, this conference confirmed how important this work is. Being around so many others committed to Service Excellence was truly inspiring. Thank you for a wonderful program!”
 - *Barb Tipton, Director/ SEA Supercoach, St. John River District Hospital*
- ▶ “Just when I thought I could not be wow’ed any more! I have been wow’ed again. I have had so much fun doing something so great.”
 - *Monica Phelps, Patient Care Technician, Sparrow Health System*
- ▶ “I am humbled to have had the opportunity to attend. I feel I had grown not just professionally but personally.”
 - *Danielle Wilder, Administration Assistant, St. John Hospital*
- ▶ “This is the only conference I have come to that focuses on personally as a leader. How to stay focused on my strengths as an education manager and leader to my team and organization.”
 - *Wanda Barrera, Manager of Education, Catholic Healthcare West*
- ▶ “This was the first conference I’ve ever been to so I wasn’t sure what to expect. I have to say, in these few days I’ve learned so much. I will take this knowledge and apply it to my personal and professional lives. This conference was far beyond what I imagined it to be. Thank you.”
 - *Melissa Torres, Pharmacy Technician, Tri-City Medical Center*

- ▶ “Conference content is excellent. A true resource for all types of health care professions to learn, grow, and network with other individuals who have mastered their disciplines and can offer us new tools to do our jobs better through service excellence.
 - *Sandra Hoover, Director of Volunteer Services, Ball Memorial Hospital*
- ▶ “The conference was spectacular. This was my first year and it sure was worth it. Very motivating. I will bring everything I learned back to my organization. It was unbelievable!”
 - *Janice Swanson, Practice Manager of Maternal & Fetal Medicine, St. John Providence*
- ▶ “Great information overall in a very enjoyable format. Wonderful people from everywhere!”
 - *Tana Uriarte, Nursing Supervisor, Dameron Hospital*
- ▶ “Meeting new people in the healthcare industry and sharing what works and what doesn’t in our organizations goal.”
- ▶ “Great energy. I always come away with wonderful ideas and the tools to implement.”
- ▶ “What an outstanding conference. I have many ideas to take back and implement at my facility.”
- ▶ “I’ve been to three conferences and they have all been great. I hope to see you next year.”
- ▶ “Thanks for this great opportunity and tons of knowledge and inspiration to be a better person at work and home.”
- ▶ “Exhilarating – Rejuvenating – wonderful – full of information – laughs, tears – wonderful networking experience.”

Clint Maun: Overall Score – 4.98/5

- ▶ “I always enjoy Clint’s presentations. He adds the right amount of humor while making sure the point is made!”
- ▶ “Clint is very entertaining but a gifted speaker. His ideas are very realistic & can be put to work easily.”
- ▶ “Clint is very inspirational, humorous, and pure. I like direct presenters. Great job!”
- ▶ “Clint is another outstanding speaker. Very funny, entertaining and most of all very educating.”

Erie Chapman: Overall Score – 4.67/5

- ▶ “Excellent speaker, awesome material. Speaker is compassionate for what he does. Great.”
- ▶ “Thank you for giving me permission to practice healthcare as it should be.”
- ▶ “What an intelligent, compassionate man! I love the fact that Erie knows that caring is a natural aspect of the human condition. I really prefer “Loving Care” rather than “Customer Satisfaction/Service.”
- ▶ “Awesome speaker with thought-provoking ideas.”

Irmajean Bajnok: Overall Score – 4.32/5

- ▶ “Irmajean was excellent.”
- ▶ “Irmajean – excellent. Very professional, brought out confidence in me.”

Michele Matt: Overall Score – 4.77/5

- ▶ “Pertinent and useful information.”
- ▶ “Michele was so informative about her subject. I can use the tools she displayed in the meeting.”
- ▶ “Very good examples/tools to use with difficult people. Michele is very inviting, sincere and genuine. Great job Michele!”

Roger Burgraff: Overall Score – 4.38/5

- ▶ “Roger is always good”
- ▶ “After listening to Roger: I realize the importance & benefit of branding.”

David Wallace

“David’s session was just great, very encouraging to go above and beyond to implement music into the workplace.”

David Dworski: Overall Score – 4.42/5

- ▶ “This was very enlightening and rewarding. Learning SO much in one hour.”
- ▶ “Excellent info and inspiring ideas – can’t wait to implement.”
- ▶ “David’s session was very enjoyable. I truly realize how powerful story-telling is.”
- ▶ “David, I like how the audience got involved in all their special stories and David gave some structure, good job!”

Ava Fluty: Overall Score – 4.83/5

- ▶ “Ava – quick, insightful, to the point, and very applicable.”
- ▶ “I was truly inspired by Ava!”
- ▶ “Ava’s a great motivating speaker. She speaks to an audience as if she is speaking to an individual. Great prop ideas, knows how to get audience participation.”
- ▶ “Great! Visuals were very effective!! Information was put into perspective!” (Ava)

Michael McKinley: Overall Score – 4 .8/5

- ▶ “Mike was superb was a keynote speaker!”
- ▶ “Michael – lots of energy, very informative”
- ▶ “Michael is very engaging & enthusiastic”

Roundtables

- ▶ “Great opportunity to hear other SEAs.”
- ▶ “Alumni material was very useful to take back to use within our facility (hospital). The sharing was great!”
- ▶ “Get to hear where other people were in their process.”
- ▶ “R-2 – Enjoyed hearing other nurses talk about what they are dealing with at their facilities.”

Meet the Pros

- ▶ “The Pros were pros.”
- ▶ “Wow!”
- ▶ “Excellent.”
- ▶ “We learn how to find superstars.”
- ▶ “I learned valuable tools to take back to my job and utilize them.”
- ▶ “Great presentation & everybody participated well.”
- ▶ “Very informative/ learned or actually reinforced what I should be doing.”

Staff

- ▶ “Each and every CLS staff! You are the most dynamic, professional, and FUN team I’ve ever worked with! It’s a pleasure and privilege to share a strategic partnership with you all.”
- ▶ “The energy of your team is an inspiration!”
- ▶ “I have nothing but praise for all your staff. They were there at all times to answer questions or concerns.”
- ▶ “All members were wonderful! Couldn’t have asked for a better group. They made me feel as if I belonged here. They made a point of recognizing you and showing their happiness I was here!”

Stampede Stomp Party

- ▶ “Stampede Stomp party was so much fun. I had fun dressing the part... thanks.”