

JUNE 8, 2021

Partner
Report

LIVE STREAM SUMMIT

REIMAGINING HEALTHCARE ENGAGEMENT

1408

Registrations
for Live Stream

174

On Demand
Participants

57+

Watch Parties
Involving

Estimated

2722

Reimaginers

1140

Unregistered Guests

Average Rating of 4.79

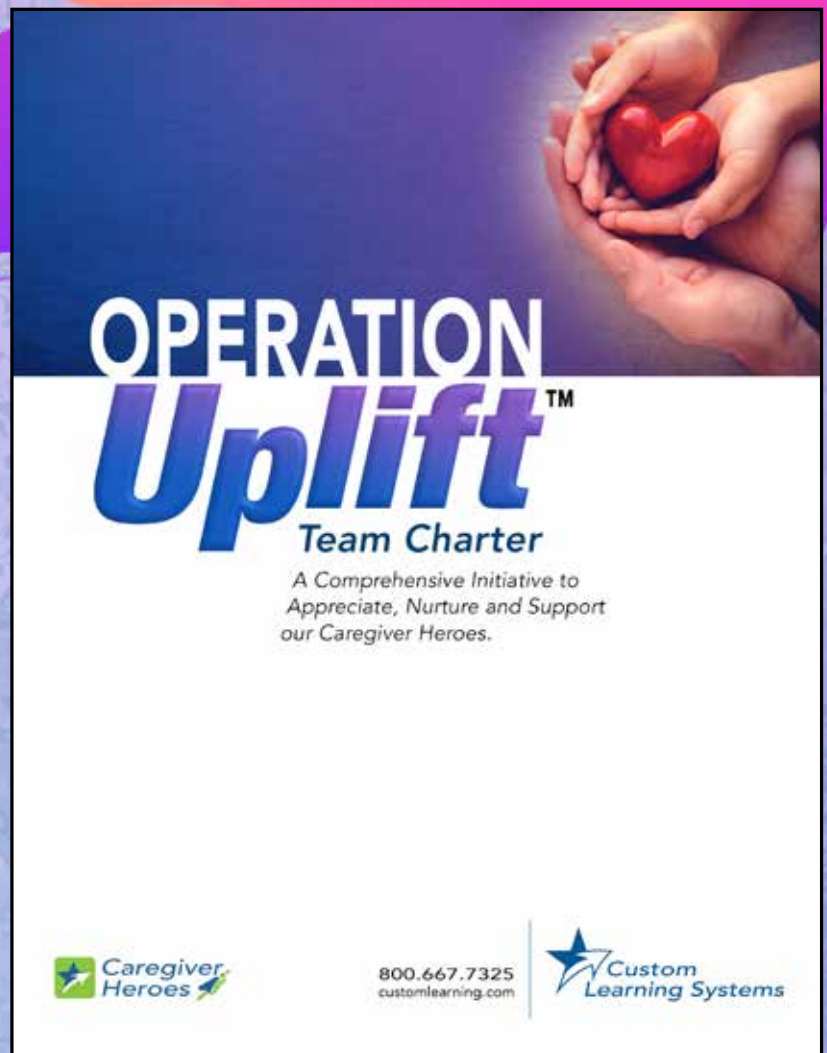


Tools

Operation Uplift TEAM CHARTER


Operation Uplift is a caregiver fatigue recovery plan – a comprehensive initiative to appreciate, nurture and support our caregivers at every level.

[CLICK HERE TO ACCESS THIS TOOL](#)




OPERATION
UpliftTM
Team Charter

A Comprehensive Initiative to Appreciate, Nurture and Support our Caregiver Heroes.

 **Caregiver Heroes**

800.667.7325
customlearning.com

 **Custom Learning Systems**

Uplifting Caregiver Engagement VIDEOS

We have also created a 12 video tutorial series. [CLICK HERE TO ACCESS THIS TOOL](#)



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NORTH CAROLINA ASSOCIATION FOR
HEALTHCARE QUALITY





MEET YOUR EXTRAORDINARY FACULTY OF ENGAGEMENT EXPERTS

Start Times: 8 PT / 9 MT / 10 CT / 11 ET
Note: Times shown below in Central Time

10:00 – 10:30 | Patient Experience Expert
Brian Lee CSP, HoF



Reimagining Healthcare Engagement

The healthcare world has turned upside down in a year. Discover the new secrets of successful frontline engagement in a covid-fatigued and stressed-out, work environment. Join Brian as he paints a picture of how to thrive in an uncertain new normal, with buy-in and commitment from caregivers at every level.

10:30 – 11:00 | Trust Expert
David Horsager MA, CSP, CPAE and CEO of Trust Edge Leadership Institute



Trust Edge

The #1 question everyone is asking about you: "Can I trust you?" Without trust organizations lose productivity, relationships, reputation, talent, customer loyalty, revenue, and results. David offers a roadmap for how to become the most trusted in your industry. You will learn strategies to increase alignment, overcome attrition, and get absolutely clear on executing your top priorities.

11:00 – 11:30 | RE-Fresh Break

11:30 – 12:00 | Human Behavior Expert
Colette Carlson MA, CSP, CPAE



You Management: Yes, I Can Say No

To remain resilient, attendees will learn a four-step formula to protect their time and energy in order to say "yes" to their personal and professional goals and priorities.

12:00 – 12:30 | Compassion Expert
Marcus Engel MS, CPXP, CSP



Being With

Engaging staff takes active listening and intentional presence. Join Marcus to discover strategies to enter the workplace with a compassionate heart and a soul of kindness.

12:30 – 1:00 | RE-Plenish Break

1:00 – 1:30 | Motivation Expert
Jim Cathcart CSP, CPAE and Top 1% TEDx Speaker and Author



The Acorn Principle

Inside each of us there is a "seed" that contains our potential, our "oak" if you will. Those who discover this seed and diligently tailor their life and career to match it will achieve substantially more than those who neglect it. Your fastest, easiest, and most meaningful growth will always come along the lines of your natural abilities. Come and learn from the decades of research and application that Jim shares. As he says, "Come with me and let's discover how much more successful you can be!"

1:30 – 2:00 | Resiliency Expert
Eileen McDargh CSP, CPAE, CEO (Chief Energy Officer) The Resiliency Group



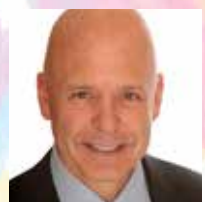
Personal Resilience: Staying Right-side Up in a World that's Upside Down

Crisis fatigue is the universal diagnosis for emergencies that never stop. No time to catch your breath. Tired beyond tired. This small segment offers a place to start exploring just how to begin the journey to refuel and recharge yourself! To take care of others you must first take care of yourself!

2:00 – 2:30 | RE-Juvenate Break

2:30 – 3:00 | Customer Service and Experience Expert

Shep Hyken CSP, CPAE



How to Create an Amazing Experience: Be Convenient

The world of healthcare is more competitive than it has ever been. Our customers compare us to the best customer service experience they have ever received, regardless of company or industry. How can we set ourselves apart? Convenience! Be easy to "do business with." In this conversation with Brian Lee, Shep will discuss the Six Convenience Principles from his bestselling book, The Convenience Revolution, that will help you create an amazing customer – or patient – experience. Learn how to create an experience that will truly amaze!

3:00 – 3:30 | Motivational Humorist Expert
Meg Soper RN



Conscious Leadership: Creating a Positive Culture

We all need a lift these days! This presentation outlines simple strategies to help us bring more focus and awareness to our energy management so that we can create and maintain a positive culture in our workplace and within ourselves.

3:30 – 4:30
Celebrating Caregiver Heroes
Caregiver Heroes logo



Attendees SAY IT BEST

"I rate them ALL five stars. Really wonderful concepts and principles."

– Blair Bracken, Community Relations Specialist, Grand River Health

"Fantastic choice of speakers and content. I have not felt this engaged in a long time. Lots of data, knowledge, and inspiration to make changes."

– Shanteal Bucholz, Quality Improvement Coordinator, Colorado Canyons Hospital and Medical Center

"I felt all the speakers were phenomenal. I especially enjoyed listening to Jim and to share his talk with my teenage boys, for them to set their own personal goals."

– Jennifer McIntyre, Shift/Stroke Coordinator, Good Samaritan Hospital

"All were great and provided valuable information. Kept me entertained and engaged."

– Kevin Todus, PTA, Grand River Health

"All the speakers were great. The format with them speaking 30 minutes was good and the interaction between sessions was a great way to keep people engaged."

– Alisha Herrmann, CIO, Edwards County Medical Center

"Great motivational speakers. Today really made a difference on the outlook of your workday! They made you stop and think."

– Terri Ruby, Billing, Ringgold County Hospital

"I enjoyed all the speakers. All their individual personalities are great and their messages relevant to us as healthcare providers. What a fun & uplifting day. Thank you!"

– Jackie McElwain, Director of Quality and Risk, Edwards County Medical Center

"I rate all of the speakers 5 stars. The energy of the conference was really excellent, the speakers were all obviously excellent public speakers."

– Melissa Regalado-Smith, Nurse Educator Supervisor, Trinity Health

"The speakers were tremendous. They were inspiring and interesting to listen to and gave a lot of thoughtful content."

– Shaunalee Fruit, Sr. Director of Care Management, Family Health West

"All of the speakers were exceptional! I was able to glean something from each one of them to bring back to my organization and to help me become re-ignited and inspired in my Nurse Leader role. Thank you! "

– Jennifer Huston, Nurse Manager, Good Samaritan Hospital

"Motivational and needed this uplift during this pandemic."

– Angie Lappe, Process Excellence Coordinator, Hancock County Health System

MORE

Attendees

SAY IT BEST

"All of the speakers were amazing. I loved the tips they offered on improving the facility morale and how to also improve yourself. I think self-care is so important in personal success as well as to help a facility function smoothly."

– Shannon Henry, Physical Therapist, Holton Community Hospital

"All of the speakers were excellent. I loved this presentation."

– Trinity Flowers, Imaging Manager, Hillsboro Area Hospital

"Brian and Team - this was an AMAZING 1-day virtual conference! Way to put together this uplifting team of presenters. We thoroughly enjoyed it!!"

– Cody Utz, Director of Patient Care Services & Quality, Holton Community Hospital

"Thank you for the positive overall experience! Great conversations amongst our watch party here at Minidoka Memorial."

– Sara Zielinski, Chief Nursing Officer, Minidoka Memorial Hospital

"I highly rated all speakers and felt they were each excellent. It was a great day."

– Nancy Gondringer, Director of Surgical Services, Syracuse Area Health

"Everyone was FANTASTIC! Thank you so much for curating such an amazing group of people!"

– Missy Crawford, Consumer Experience Coordinator, Franklin General Hospital

"Once again, you all have done a wonderful job connecting us with wonderfully inspiring speakers. Looking forward to November. Kudos to you all."

– Lauren Moulton-Beaudry, Director of Ethics and Education, Front Porch

"We were doing a watch party and all of the speakers were 5-star. It is always amazing to watch people hear Marcus for the first time. His story touches the heart."

– Kathy Winter, Quality Director, Osceola Regional Health Center

"Everyone did a great job engaging the viewer. Each speaker's enthusiasm was evident and was not stifled due to the virtual format."

– Kimberly Kunkel, Clinic Nurse Manager, Sarah D. Culbertson Memorial Hospital

"Enjoyed the virtual approach and ability for many of our teammates to be able to hear the sessions and become increasingly inspired, as this process must involve all of us to be effective in overall patient and employee satisfaction."

– Reesa Vanhooser, Emergency/EMS Director, Pike County Memorial Hospital

2020 Caregiver Heroes
Hall of Fame
Recognition



National Caregiver Heroes
Hall of Fame 2021 Inductees

JUNE 8TH, 2021

Lindsey Fontenot Allen Parish Community Healthcare	Georgia Bewayo Greater Baden Medical Services	Charles Floyd Jr Potomac Falls Health & Rehab Center
Ashley Blount Carriage Hill Health & Rehab Center	Andrew Wright GreenLife Wellness	Roel Macaballug Presentation Medical Center
Nicole Taylor Chase City Health & Rehab Center	Mike Glenn Jefferson Healthcare	Wayne Briner Providence Medical Center
Glenda Hamer-Garlitz Colorado Canyons Hospital & Medical Center	Chanda Mullins Lee Health & Rehab Center	Molly Kayser Ringgold County Hospital
Debbie Ahart-Muhlbauer Crawford County Memorial Hospital	Dr. Victoria Popela Memorial Hospital – Carthage	Roger Banderas Rio Grande Hospital & Clinics
Teri Palmer Eastern Plumas Health Care	Misty Hendrickson Middlesboro ARH Hospital	Rachelle Livingston Shoshone Family Medical Center
Jill Manning Ely-Bloomenson Community Hospital	Patty Leslie Neighborhood Health	Jill Bechen Sioux Falls Specialty Hospital
Chasity Graham Family Health West	Anne Maxwell Osceola Regional Health Center	Candy Canga-Picar St. Charles Madras Hospital
Michelle Hill Franklin General Hospital	Brook Keeling Ozarks Healthcare	Billy Jung Union General Hospital
Jill Stout Good Samaritan Hospital	Aubrey Welp Perry County Memorial Hospital	Meredith Tolley Weston County Health Services
Zach Johnson Grand River Health	Dolly Giles Pike County Memorial Hospital	Heather Hyler Wilson Medical Center