



ON DEMAND

AVAILABLE NOVEMBER 11-15, 2024

OUR WATCH PARTY DETAILS:

MEET OUR LEGENDARY HEROES

All mainstage sessions from the 24th Annual HealthCare Service Excellence Conference will be available for Watch Party viewing via CLS On Demand beginning Monday, November 11 at 6:00am MT until Friday, November 15th at 11:59pm MT.



Game Changer

Brian Lee CSP, HoF

Drive your own 5 Star improvements to the patient experience, employee engagement, and workforce recruitment and retention by mastering the three attributes of unlimited possibilities: Rejuvenate, Reenergize, Reengage.



Livin' Life Large

Tyler Hayden CSP

Get ready for 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.



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 and retention to transform your professional and personal endeavors.



Compassion Is Action

Marcus Engel MS, CPXP, CSP

In this heartwarming account, 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.



Mobilizing a Team in the Staffing Game

Clint Maun CSP

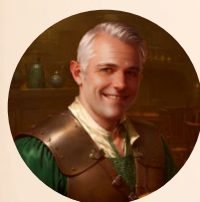
Discover practical methods for achieving an accelerated staffing fix through team-based approaches. Gain insights from proven results that showcase how to enhance staffing success effectively.



Compassionate Accountability

Nate Regier PhD

Join Nate to discover 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.



Keeping Your Team in Tune

Patrick Henry CSP

Join Patrick for an entertaining and insightful presentation that combines music, humor, and practical strategies to enhance team dynamics, improve the workplace environment, and elevate the patient experience.



Thriving and Not Just Surviving

Mira Rollins OTR

Dive into the 7 areas of wellness to identify areas most negatively impacted by professional schedules and roles. Identify strategies for burn out reduction and leave with a plan that can be immediately implemented.

CELEBRATE HEALTHCARE EXCELLENCE

Awards ceremonies will be available for Watch Party viewing in real-time via Facebook Live or On Demand beginning Monday, November 11 at 6:00am MT until Friday, November 15th at 11:59pm MT.



Breakthrough Awards

Wed. Nov 6th 12:15pm EST

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.



The Summit Awards

Wed. Nov 6th 7:15pm EST

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

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