

IN ASSOCIATION WITH THE
HEALTHCARE SERVICE EXCELLENCE
CONFERENCE PRESENTS...

June 8, 2021 — 9:00 am – 3:30 pm MDT

An interactive live stream event providing expertise, motivation and practical skills to strengthen your role as an influencer and advocate. Join us as a watch party or with a colleague to learn together and fast track your post event implementation plan.



LIVE STREAM SUMMIT

REIMAGINING HEALTHCARE ENGAGEMENT

Refreshing the
Workplace through
Resilience, Agility
& Kindness

MEET YOUR EXTRAORDINARY FACULTY OF ENGAGEMENT EXPERTS



Brian Lee

CSP

Patient Experience Expert



Collette Carlson

CSP, CPAE

Human Behavior Expert



Marcus Engel

MS, CPXP, CSP

Compassion Expert



Shep Hyken, CSP, CPAE

Customer Service and Experience Expert



Meg Soper, RN

*Motivational
Humorist Expert*



Eileen McDargh

CSP, CPAE

Resiliency Expert



David Horsager

MA, CSP, CPAE

Trust Expert



Jim Cathcart

CSP, CPAE

Motivation Expert

Nominate and celebrate your caregiver hero who has demonstrated strength, determination, and compassion through the way they have cared for your patients and each other during these challenging times of 2020. Further details and nomination instructions can be found on our website.

