



## Keynote Speeches



**Speakers Who Inspire Actionable Results!**

“Jake is the only speaker we’ve had to earn a perfect 5.0 rating from all our members; and we’ve had over 60 presenters at 19 Leadership Development Institutes over the past 5 years.”

— *David Crouch, Former Chief Learning Officer, Blue Ridge Healthcare*

## Book a Speaker Who Will Earn You Raves!

Our expert speakers are industry thought leaders who inspire new ideas, strategies, perspectives, and measurable results focusing on simple but relevant solutions healthcare leaders can use as catalyst for organizational change.

The focus of all of our ILS speakers is not on why an idea is important, but rather how to apply those ideas, and how doing so will make a difference and drive results now. Our fully customizable presentations are not only “game changing”; they are also highly entertaining, inspirational and just plain ol’ fun as speakers integrate humor, stories and a perfect dose of audience participation to ensure retention and lasting after-the-event value.

### **Our keynote speeches range in price from \$10,000 - \$15,000**

Integrated Loyalty Systems Facilitator: \$10,000 plus coach class travel expenses

Integrated Loyalty Systems President: \$15,000 plus business class travel expenses

### **“The Voice of the Customer” improvisational actress:**

Plus up your event by adding on an improvisational actress who plays the part of a customer, patient or employee to help bring home the key message in a wildly entertaining and humorous way.

Inspire and motivate your employees, while entertaining through humor and storytelling.



## Keynote Speeches

### Book an ILS world-class speaker for:

- ✓ Engaging keynotes and workshops for leaders, staff and even board retreats.
- ✓ Best practices shared from healthcare and other world-class organizations, including lessons learned from Disney and applied successfully in healthcare.
- ✓ Customized presentations tailored to the needs of your group.
- ✓ Specific strategies and tools that healthcare leaders can apply immediately.



### Topics

#### Exceptional Patient Experiences: It Must be Who You Are ... Not Merely What You Do

An organization's culture is "the way we do things here." We'll share how healthcare organizations have successfully created cultures *by patients and staff, for patients and staff...* and the secrets of successfully hardwiring that culture for lasting impact.

#### The CAHPS Challenge: It's All About Always

The pressure to deliver improved scores on CAHPS surveys has never been greater, and we'll share specific steps to help ensure that every patient interaction is positive, and that everyone in the organization is aligned and understands the power of the survey response: *always*

#### Creating Exceptional Patient Experiences - Every Patient, Every Day

Hear how proven strategies have been adapted from world-class organizations (i.e. Disney) and successfully implemented despite the unique challenges of the healthcare industry and the distinct relationships that exist among patients, providers and healthcare organizations.

#### The Leader's Role in Building and Sustaining Exceptional Patient Experiences

Taking care of patients isn't the first priority of great healthcare leaders; it's balancing results and relationships so that every employee is engaged and feels they are a valued part of the Care Team and *they* can care for patients.

#### Patient Experience: From the Board Room to the Exam Room

Is what you promise on your billboards (wait times, "people who care," etc.) being delivered to every patient? Are the messages clear and consistent from senior leadership to the front-line staff and everywhere in-between? We'll cover ways to help you create alignment and deliver on your organization's promise.

"Eric Kidwell is terrific. He has a tremendous sense of humor and he really brings it all together into something that every single employee can relate to."

— Mary Mannix, CEO  
Augusta Health