

Extraordinary Patient Satisfaction

Through a Culture of Teamwork, Compassion and Integrity



Benefits:

- Create authentic, cooperative and happy relationships with co-workers, team members, physicians, leaders and all employees.
- Build inner confidence, authority and personal responsibility to deal with even the most difficult situations, including patient complaints.
- Provide compassionate, patient-centered service, care and communication.
- Replace fear, gossip, drama and blame with trust and compassion.
- Elevate satisfaction scores, patient loyalty, and referrals or recommendations through a culture of teamwork, compassion and integrity.
- Learn specific actions, language and techniques to ensure an extraordinary patient experience.

Gallup reports 70% of American employees are disengaged. How does that affect patient care?

Format: Half Day Workshop Including Discussions, Exercises, and Small Group Work-- Follow-up Sessions Available

Who You ARE

- The Inner Path to Your Authentic Self—A “Personal Restoration Plan”
- Using Emotional Intelligence and Mindfulness for Clarity, Wisdom and Inspiration

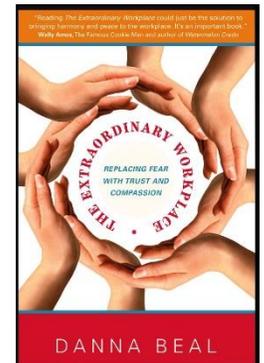
What You DO

- Essential Keys to Open, Sincere, and Clear Communication with Team Members and Patients
- Toolbox for Extraordinary, Compassionate Patient-Centered Services

DANNA BEAL, M.Ed., Bellevue, WA, international speaker and author of **The Extraordinary Workplace: Replacing Fear with Trust and Compassion**, has been conducting her groundbreaking workshops for over 300 businesses and organizations. She has been on over 70 radio and TV talk shows discussing her model for Enlightened Healthcare Leadership and Extraordinary Patient Satisfaction.

Boldly addressing the ego drama, internal rivalry, and fear in so many workplaces, she reveals a path for creating a trusting workplace culture that provides extraordinary customer service. Her clients have included hospitals, physician practices, CPA and law firms, non-profits, and banks. Engagements include:

- **Grand Rounds: Kaiser Permanente Medical Center-Richmond, CA & Oakland, CA**
- **Overlake Medical Center Perioperative Nurses Regional Conference, Bellevue, WA**
- **Association for Medical Imaging Management, St. Louis, MO and Las Vegas, NV**
- **Volunteer Hospital Association, St. Louis, MO and Dallas, TX**
- **Banner Hospital, Mesa, AZ**
- **Multiple medical practices, hospital departments and associations**



“BRAVO!! The book is magnificent. You look into the eyes of so many critical mistakes in corporate life, and you stare them down with a stunning form of connectivity, compassion, and human caring. This work should turn tattered from use in the hands of every executive in the world.”

--Mike Cogdill, Winner of 24 Emmys for television journalism, author of She-Rain

“Danna Beal’s book puts relationships in the workplace under the microscope and offers practical, helpful, spiritual nuggets as ways of healing the workplace.”

--Gerald Jampolsky, M.D., Author, “Love is Letting Go of Fear” and “Shortcuts to God.”

“Danna spoke at Kaiser Permanente in Oakland and Richmond California. She is a dynamic and inspiring speaker and her evaluations from her presentation were overwhelmingly positive.”

--Julie Loper RN, MSN Assistant Manager, Resource Management Department, Kaiser Permanente, Oakland, California

