

The HealthCare Service Excellence Conference Annual 5-Star Report

UPLIFT THE PATIENT & EMPLOYEE EXPERIENCE

Opportunities, Optimism & Ownership



NOV
14-16
2022

If I could predict one word all 355 attendees at this year's HealthCare Service Excellence Conference at Rosen Shingle Creek will use to describe their experiences, I am sure it will be "extraordinary".

We hope this report will adequately convey the remarkable chemistry we all shared learning, meeting, growing, and networking together.



Please enjoy this executive summary of our collective 2022 Uplift journey where we shared and learned about the attributes of optimism, opportunities and ownership, in spite of a persistent pandemic that challenges all of us.

On behalf of Conference Chair Pat Goodberry, Conference Vice-Chair Chelan MacMillan, and the entire organizing committee - we celebrate all of you who either physically journeyed to Orlando, FL or enjoyed the virtual learning experience. We wish you all a safe, positive, and uplifting 2023!

– Brian Lee, CSP HoF



[Click on photo to play the 2022 highlight reel]

AND THE WINNER IS...



Breakthrough Awards

The Service Excellence Initiative's purpose is to improve customer service. It's success involves a total commitment from all personnel from the frontline to the administrators. The recognition presented acknowledges the efforts of all facilities in their challenge for World Class patient and family satisfaction as measured by an independent source. Congratulations to our winners. A total of 194 Awards were presented to 10 Organizations

To see full details, click [HERE](#)



Team Bragging Video Awards

Organizations were asked to create a video to showcase their facility, team spirit and Service Excellence experience. We had some amazing videos submitted for our 10th Annual TBV Awards. The Criteria: 3-minutes or less, music of your choice, your Implementation Specialist, a rocket, the word "Uplift" and bonus item "Mickey Mouse". We had 12 facilities participate. To see all photos, click [HERE](#)

- 🚀 **1st Place** – Ozarks Healthcare, in West Plains, MO
- 🚀 **2nd Place** – Allen Parish Community Healthcare, in Kinder, LA
- 🚀 **3rd Place** – West Jefferson Medical Center, in Marrero, LA

Thank you to all facilities who showed their team spirit through these wonderful videos.



Star Rating Awards

The absolute peak of achievement for distinguishing a hospital for patient experience is to be designated by CMS as 5 Star. We are so proud to honor the 4 and 5 Star hospitals for their exceptional dedication and accomplishment.

To see full details, click [HERE](#)



National Rural Rating System

Custom Learning Systems has been proud to play a leadership role in founding the new National Rural Rating System and Honor Roll to celebrate and recognize community based hospitals that are not eligible for CMS Star Rating designation due to their size. We enthusiastically honor the inaugural recipients for 2023.

To see full details, click [HERE](#)



THE 2022

FOUNDER'S AWARD

GOES TO...

An individual or organization who best exemplifies, through their actions and leadership, the principles of Service Excellence.

The 2022 Founder's Award recipient is Angie Zaegel, President & CEO of Neighborhood Health in Fort Wayne, IN.

Angie superbly exemplifies Service Excellence and has championed high quality health care and community health centers for over 25 years, beginning her career at Neighborhood Health Clinic in 1997 as the Human Resource Director, then moving to the position of Chief Operating Officer, and finally to President and CEO in 2016.

Her commitment and impact to her organization are seen in her ability to pivot and adjust to challenges and opportunities, and her commitment to a patient-centered environment. She demonstrates a relentless pursuit of the best staff experience and provides opportunities of growth for the organization – even in the face of a pandemic.

Some of Angie's many accomplishments include:

- 🚀 Increasing HR efficiency, recruitment and retention as the staff grew from 50 to 130 employees.
- 🚀 Advocating for a new access point and 2nd clinic location that opened in 2014.
- 🚀 Offering quality care to all with two additional service lines – optometry and behavioral health.
- 🚀 And, most recently, raising support for a 3rd clinic location that is in the heart of the zip code with one of the highest infant mortalities in the state of Indiana.

A board member puts it this way - *"Angie exemplifies the CEO as a servant leader. She demonstrates a professional who cares both about the mission of our organization and the people we serve. Her leadership is evident whether in the Board Room or with the clients Neighborhood assists to improve the quality of their lives."*



Summit Awards

The Summit Awards ceremony and Night of Excellence is a North American wide recognition program established by the HealthCare Service Excellence Conference. Pinnacle Achievers in each of the 18 award categories are eligible to receive the prestigious Summit Award, which recognizes significant achievement and dedication in improving initiatives in the following areas:

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

At the Night of Excellence on Wednesday, November 16, 2022, we recognized 78 Pinnacle Achievers and 23 Summit Award Recipients. Click [HERE](#) to see all the details. Congratulations to everyone that participated.



OUR KEYNOTE SPEAKERS

Why not bring some inspiration to your facility by contacting one of these amazing keynoters.



Roger Crawford

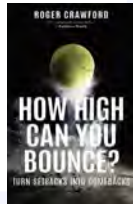
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Mark Black CSP

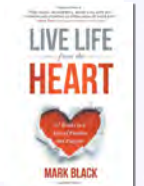
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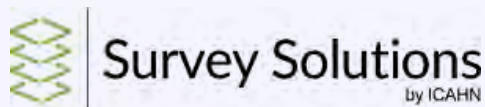
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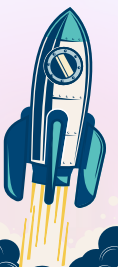


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RAVE REVIEWS

"The opportunity to learn common sense solutions, concepts, and ideas that we can implement in our hospital to further our quest towards 5 stars! Also the networking was awesome and the location was great as well!. Cannot wait till next year."

– Bradley Futrell, COO, Pinckneyville Community Hospital

"The motivation it gave me to go home and really look at what we are doing and why we are doing it. This was by far the best conference I've been to thus far personally and professionally."

– Ashby Wilcox, Qi Manager,
Valley Professionals Community Health Center

"I thought the conference was very well thought out and covered many topics we are all experiencing in our facilities. Thank you for making it a conference well-worth attending!"

– Kyrsten Zimpel, Executive Assistant,
Glacial Ridge Health System

"Overall I thought the message and collaboration was outstanding. I came back with pages of ideas!"

– Kerry Jacobsen, Executive Assistant & Implementation
Coordinator, Van Diest Medical Center

"I appreciate the high caliber keynote and break out presenters. Once again, my heart was touched, my spirit renewed, my well filled. It was great to laugh and celebrate for three days! I could see how the content and presentation resonated with co-workers who needed a new zest for life, a reminder about why they do the work they do. We are excited to take at least one thing back to at least five people, spreading what we have gained from this conference."

– Joanna Garneau, Program Manager,
Eastern Plumas Health Care

"I thought the conference as a whole was great. I gained a great deal of knowledge, and I am eager to share all that I have learned with my team towards our efforts of becoming a 5 star hospital!"

– Payton Gambill, QI/Risk Management Specialist,
Powell Valley Healthcare

"The conference was everything promised...uplifting, energizing and reigniting a fire in me to provide the best customer service possible. Thoroughly enjoyed every single minute of it."

– Candace Istre, Payroll Clerk/SEA Ambassador,
Allen Parish Community Healthcare

JOINING US FOR THE 23RD ANNUAL HCSEC CONFERENCE?

**Stay tuned for
our location
announcement
early next year!**

