

ICAHN launches service transformation partnership with Custom Learning Systems



Creating a world-class patient experience, employee engagement and physician satisfaction

A dysfunctional culture is the single greatest barrier to a healthcare organization's effort to provide a truly great, world-class patient experience. Custom Learning Systems is recognized as a leading expert in helping organizations transform their service delivery by creating a culture of engagement and accountability throughout the entire facility.

In partnership with Brian Lee, CSP, and the team at Custom Learning Systems, ICAHN is pleased to offer all members directly, the following comprehensive suite of leading edge services and resources:

- Dynamic, inspirational keynote presentations for conferences, meetings, and leadership and board retreats
 - The Magic of Engagement™**
 - Six Secrets of World Class Customer Satisfaction™**
 - HCAHPS Critical Access Hospital of Choice™, & more...**
- The Critical Access Hospital of Choice™, HCAHPS-based Culture Transformational Initiative
 - A comprehensive three-year process to achieve break-through patient satisfaction scores through high levels of employee engagement**
- On-site leadership, professional development, and service excellence customized training
- The 2-day CEO's Service Excellence Initiative™ – *a comprehensive operational service assessment and leadership education bootcamp*
- HCAHPS webinars and tele-seminars
- The HCAHPS e-learning Performance Improvement Series

All of these services are now available through Illinois Critical Access Hospital Network. For further information please contact:

Angie Charlet, RN, BSN, MHA
Director of Quality Services
Illinois Critical Access Hospital Network
(815) 875-2999
a.charlet@icahn.org
www.icahn.org



Brian Lee, CSP
Custom Learning Systems
www.customlearning.com