MOTIVATIONAL SPEAKER
JAKE FRENCH Inspires
Where Inspiration Meets Action

Improve Patient Experience, Improve Your Bottom Line

Jake French helps medical professionals enhance patient's perception of their care so that you can improve both the patient experience and your bottom line. As a nationally recognized keynote speaker, Jake shows audience members how to start recognizing the everyday opportunities where patient dissatisfaction can occur and instead turn those interactions into good experiences.

If you are part of a forward-thinking organization who would like to shift from getting reprimanded to rewarded by patient satisfaction surveys, then you need to hear what one of your most insightful customers believes you need to change. The common misconception is that you have to do more or know everything, but the truth is it's not the answers we need from you, it's the attitude. When you go to work at the hospital or care facility, all the monitors and medical jargon make sense, but to patients it's so foreign and scary that we may as well be on Mars. We want to feel like we have a partner will do anything to help us through this medical journey. This "ah ha" inducing speech will give every attendee an abundance of immediately actionable ideas you can use to get rid of the barriers that could prevent your patients from giving the rave reviews you deserve!

Learning Objectives:

- Discuss the top 3 reasons why improving patient experience matters more now than ever so that your audience fully understands the magnitude and urgency of this issue
- Explore why projecting the right attitude is more important than having all the answers to your patient's perception of their care
- Practice an approach to identify small issues before they grow into big problems
- Participants will be able to identify at least one new strategy to defuse difficult patients

This presentation is a keynote style speech, ranging from 45 - 90 minutes. Speaker travels out of Portland, Oregon. jake@jakefrenchinspires.com 541-993-3359

Biography: Creating exceptional patient experiences does not have to mean extra time or money. After a freak accident left Jake French a quadriplegic, he spent 9 years collecting insightful strategies that would have dramatically improved his experience as an end user of your services. Join Jake for this in-depth look at what influences a patient's perception of their care. As a published author, Jake has firsthand experience in what needs to happen to keep organizations and employees moving forward when facing challenges. Today he rocks the stage, compelling audiences to laugh as they learn, and think creatively about no cost strategies to innovate in your quest to improve patient experience.