

# Looking to deliver world-class service for patient loyalty and growth?

**YOU JUST FOUND IT...**

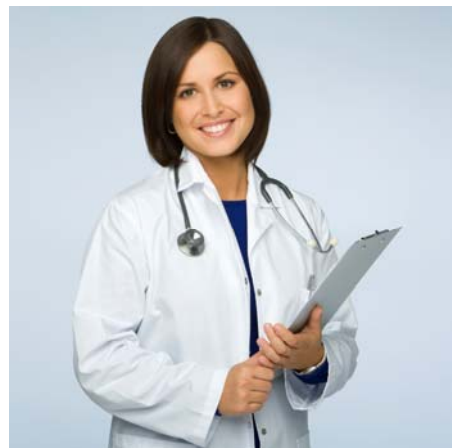
**LSA PARTNERS<sup>SM</sup>**

## **When Good is Not Good Enough!**

- Are you interested in specific methods for obtaining *excellent* HCAHPS ratings?
- Are your patients defecting?
- Have your patients complained that it is a hassle to do business with you?
- Are you interested in keeping your current patients while attracting more to your business?

When it comes to gaining competitive advantage and increased reimbursements from high HCAHPS scores of satisfied patients, good is not good enough! Only excellence will enable you to not only survive, but thrive in the new economy.

World-class healthcare organizations know that by managing and investing in a quality patient and visitor experience, profit margins can be maintained and improved. This is accomplished by continuously gathering valuable feedback from patients and guests and never settling for "good."



## **Our Expertise**

Our team of professionals has a combined 55 years of operational experience and over 25 years combined experience as skilled facilitators helping organizations determine the right path for growth and development. The majority of the founders experience was accrued with one of the premier service organizations in the world, Walt Disney World, including several years at the Disney Institute facilitating benchmarking business programs for mid-level to executive-level groups seeking to implement strategies and tactics that create competitive advantage.

## **We provide the answers you need to customer growth and loyalty through:**

Creating a culture-by-design that is focused on world-class care and service enables an organization to consistently deliver through its workforce. This includes hiring right-fit staff committed to delivering superior care and service, developing the workforce's knowledge, skills and abilities to deliver exceptional care and service, and ensuring leaders are holding employees accountable. Superior organizations redirect wasteful spending to make the necessary investments in the resources that support incredible service. By identifying and eliminating internal inefficiencies, costs are decreased through waste reduction in physical and human resources while creating an experience that results in increased patient satisfaction and HCAHPS scores.

## **Reliable Expertise for Sustainable Performance!**

**LSA Partners<sup>SM</sup>**

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