



THE RITZ-CARLTON LEADERSHIP CENTER®

California Medical Group Management Association

- presents -

Excellence in the Patient Experience

Friday, March 29th, at 8:15am

at the DoubleTree by Hilton, Palm Springs, CA

By exploring the award-winning business practices of The Ritz-Carlton, you'll discover how a service excellence culture in a patient-centric environment, through engaged employees. You'll be guided through The Ritz-Carlton Gold Standards, the foundation of our iconic, global brand.

You'll also visit our key processes such as on-boarding, employee empowerment, and patient empowerment that lead to service excellence and sustainable success.

By understanding the proven strategies of The Ritz-Carlton, you will collect new insights that can be applied to your healthcare organization.

You will discover The Ritz-Carlton road map for:

- Differentiating your healthcare organization from the competition by consistently offering service excellence and clinical excellence
- Developing a patient-centric culture within your organization to drive patient experience
- Establishing robust operational systems in order to reduce mistakes, rework and improve safety
 - Ensuring patient engagement to further your organization's recognition and reputation
- Improving your employee engagement through service values and empowerment to reduce turnover

For more information or questions,
contact CAMGMA
at staff@camgma.com or 833.252.0300