Testimonials

“Great investment of time, and great team building!”
Mike Puchtler, Vice President Patient Experience, Christiana Care Health System

“I attended the Press Ganey conference and that is top-shelf. In just the first day of this three day program you blew Press Ganey away.”
Debby Jaquith, R.N., Patient Experience, Mercy Health Physician Partners

“This program is nowhere else in the country. I’d like to send all my new people here.”
Jennifer Kreiser, Vice President Patient Care Services, Sentara

“This was an amazing experience. From beginning to end it was very well thought out and intentional. It allowed me to learn with my team and begin ‘tilling the ground to plant the crops.’ Diane was a great facilitator. Lisa was the perfect Host. Thank you to the Mills Family for this opportunity. Also loved the opportunity to build a relationship with J.P., our representative.”
Tony West, Manager of Service Excellence, Parkview Health

“In over 12 years of service excellence and patient experience conferences and training, this experience at Medline is the very best ever. So much content and tools that can be used immediately!”
Lori Strahm, Director of Patient Experience, Parkview Health

“I came back inspired and with a real plan.”
Rachel Silsdorf, Patient Relations Specialist, Mt. Carmel Health System

“This program was incredibly valuable in so many ways: It offered a safe environment to be vulnerable and learn a deeper understanding of patient experience from different perspectives! The level of professionalism, knowledge and experience is like nothing I’ve experienced before.”
Jennifer Czerwinski, Director, Christiana Care Health System

“I have been a nurse for 35 years and I can honestly say this is the most informative conference I’ve ever attended.”
Cathy Yates, Patient Experience Nurse, Baptist Health Lexington

“I attended a whole week on co-creation at an Ivy League University and didn’t get as much out of that as I did here.”
Karen Curtiss, Founder, CampaignZERO

“This is advice I can act on immediately to improve our patients’ experience. Thank you for everything!”
Ruth Ann Childers, Director of Patient Experience, Baptist Health Lexington
Health systems that have attended

AdvocateAuroraHealth
Apollo Gleneagles Hospitals Kolkata
Atrium Health
Baptist Health
Beacon Health System
Christiana Care Health System
Edward-Elmhurst Health
Holy Redeemer Health System
Johns Hopkins Medicine
MaineHealth
Mercy Health
Mount Carmel Health System
Nemours/Alfred I. duPont Hospital for Children

NorthShore University HealthSystem
Parkview Health
Providence Health & Services
Sentara Healthcare
Sharp HealthCare
St. Charles Health System
Steward Health Care
Swedish Covenant Health
Trinity Health
University Hospitals
Verity Health
Yale NewHaven Health