



Healthcare Leadership Series: Service Excellence in Healthcare

Mark your Calendar!

Join TechSolve as we welcome
Mr. Fred Lee at the third installment
of our Healthcare Leadership Series
on April 29, 2010.

Fred Lee has the enviable distinction of having been both a leader of a major medical center and at Disney University.

Using an insider's experience and a keen eye for cultural comparisons, he authored the healthcare best seller, *If Disney Ran Your Hospital: 9 1/2 Things You Would Do Differently*, which was awarded the 2005 Book of the Year Award from the American College of Healthcare Executives.

In addition to Mr. Lee's insights on patient loyalty and service excellence, a "power panel" of ranking healthcare executives and hospital CEOs will address current customer service issues facing hospitals and the healthcare industry. Mr. Lee will also be available for a book signing.

TechSolve's Healthcare Leadership Series

A series of events featuring nationally renowned experts and authors who address the common issues facing today's healthcare executives.

April 29, 2010

8:00 a.m. - 1:30 p.m.

Location

TechSolve

6705 Steger Drive

Cincinnati, OH 45237

Register

www.techsolve.org/events

Cost

\$55

(Includes catered breakfast and lunch and a copy of Mr. Lee's award winning book!)

*Refunds will be given to those individuals that cancel their registration by Monday, April 26, 2010

Credits

Continuing education

credits pending, check

www.techsolve.org for

future updates!

Register

www.techsolve.org/events

(healthcare professionals only)

For group rates and

registration, please

contact Becky Bietenduel

at 513-948-2056

