

# Conference Reviews 2011 – New Orleans LA

*Overall rating of the Conference 4.9 out of 5.0*

“To be able to take a year’s worth of service excellence and experience back to a network of other peers and share ideas. I also learned that implementing change needs to be living, active and dynamic, not assumed. We must improve or we won’t survive.”

*Scott Alwin, Pract Adm,  
Box Butte General Hospital*

“I’ve been inspired – I got the feeling! I have heard outstanding speakers – most enjoyed hearing from the successful organizations – inspired by the energy of frontline staff!”

*Steve Smith, CEO,  
Matagorda Regional Medical Center*

“Each year I am certain that the conference cannot be better than last years, but once again it was the best. The quality of the speakers was superb!”

*Jennifer Warren, CFO,  
Purcell Municipal Hospital*

“It was an honor to be able to attend the conference. New Orleans was wonderful and I learned a ton of new things. I met wonderful and inspirational people that have left a foot print on my life.”

*Deborah Sherwood, Clinical Secretary,  
Memorial Hospital of Carbondale*

“Thank you so much for this opportunity! As **babies** along the SEI journey, this has been so helpful & inspirational! I am so pumped to get started!”

*Lora Epperly, Chief Quality  
& Cultural Excellence  
Officer, Commonwealth  
Care of Roanoke*

“One of the best conferences I have ever been to. When you have this many enthusiastic people in one room, the atmosphere is amazing and empowering. Thanks for making it GRAND.”

*Christy Francis, COO,  
Hemphill County Hospital*

“Very helpful to us **new** members. Very uplifting and gratifying to hear positive outcomes for some of these facilities that have succeeded where we are just beginning our new path.”

*Davine Summers, RN-House Supervisor,  
Matagorda Regional Medical Center*

“Continues to top previous conferences for education opportunities, networking and consideration of participant’s time for themselves. Thank you for a job well done.”

*W. Kay Swisher, Vice President  
& Chief Operating Officer,  
Laurens County Health Care System*

“Superb opening, middle and specifically closing key notes! Really wrapped all the great motivational inspirational statements heard through the last 3 days of conference. Worth every minute of it! I have been a cheerleader of service excellence. After this conference I will be a super coach to the cheerleaders of service excellence. Very impressed the way CLS recognizes each other. Loved the idea of the certificates for restoring sight to so many individuals!!! Wow!”

*Makira Girard, SEA/Medical Technology,  
Box Butte General Hospital*

“One of the best conferences I have ever attended! Chocked full of wonderful experiences and tons of knowledge. Easy to meet other healthcare professionals which is invaluable. Thank you so much to the entire CLS team!”

*Nancy Waters,  
Director of Staff &  
Community Relations,  
Commonwealth Care  
of Roanoke*

