

Brian Lee

Certified Speaking Professional

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Brian Lee CSP

Healthcare's "Mr. Loyalty", and author of Keep Your Nurses and HealthCare Professionals for Life.

Brian Lee CSP is one of North America's leading experts in the field of world-class Patient Satisfaction and Employee Retention. Brian is a best-selling author and sought-after presenter in the healthcare industry (having presented in all 50 states of the US, 10 Canadian provinces, and 14 countries worldwide). His publications include *"Keep Your Nurses for Life"*, *"Satisfaction Guaranteed"*, and *"The HCAHPs Hospital of Choice."* In addition, he has published more than 60 audio and video training programs, including *"Essential Secrets to Become the Healthcare Employer of Choice."*

As the CEO and Founder of Custom Learning Systems Group LTD, Brian and his team have led hundreds of hospitals and healthcare organizations through the journey to service excellence. Known to many as Healthcare's "Mr. Loyalty," Brian not only educates his audience on the how-tos of patient, staff, and physician loyalty, he also inspires hope and commitment, resulting in a renewed passion for care-giving. Many of his clients have earned regional and national recognition for extraordinary patient and employee satisfaction.

- Leadership and Change Management
- Leadership Ethics
- Organizational Culture
- Performance Improvement
- Quality and Patient Safety
- Service Excellence
- Strategic Planning
- Workforce

