Vicki Hess, RN, MS, CSP, a certified speaking professional, author, facilitator and consultant, is your go-to resource for positively impacting employee engagement in health care. Hess works with health care organizations and associations nationwide to mitigate the root causes of disengagement. While constantly monitoring industry trends, and doing research on her own, she zeroes in on what works, and does not work, and customizes solutions to complement each organization’s culture and place on the engagement journey. She works with organizations and associations across the country to positively impact employee engagement. Her unique views on patient and employee engagement are evidence-based, relatable and real world. Organizations that implement Hess’ ideas experience increased productivity, safety, quality, retention, client satisfaction, creativity and more.

As a keynote speaker, trainer, consultant and author of four books, Hess inspires clients to take action by sharing high-impact, easy to implement ideas that transform the way people work. As a cancer survivor and victim of a surgical mistake, she brings the voice of the patient into her programs. Hess holds a BSN from the University of Florida and a Master’s degree in Human Resource Development from Towson University. She was an adjunct professor at Johns Hopkins University Graduate School of Business. Hess has been voted a TOP 5 Health Care Speaker by Speaking.com for four years in a row. You may have seen her articles in AONE Nurse Leader, American Nurse Today, Hospital & Health Network, Becker’s Hospital Review, NurseTogether.com and other industry publications. Since founding Catalyst Consulting, LLC in 2001, she spends the majority of her time working with health care organizations that are serious about positively impacting employee engagement and all other metrics they measure. Hess’ customized, evidence-based programs and solutions are unique and specific for each client. She provides health care leaders and staff real-world strategies and tools to transform the norm by weaving the thread of engagement throughout all strategic and transactional elements of health care.
Nursing Leadership Conference

LEARNING OUTCOMES

The learning outcomes of this program are for attendees to implement effective management and leadership strategies in their health care practice and within their organization. Attendees will be able to describe critical components for successful employee engagement and execute high impact, easy to implement ideas to promote employee engagement.

TARGET AUDIENCE

Nurse managers, nurse leaders, advanced practice nurses, nurse educators, nursing students and health service leaders

CONTINUING EDUCATION

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