



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Dr. Brian D. Wong

Travels from: Washington

Fee Range: \$7,501 - \$10,000

As one of the most sought after authorities on improving the patient experience, safety and culture, organizations rely on Dr. Brian Wong to take the guesswork out of building and maintaining patient-centered organizations.

Dr. Wong built and proved the case that to become patient-centered, an organization must first become patient-accountable, and everyone's role (organization-wide) must be aligned to what matters most to patients.

He then took his 35 plus years of findings a step further. He wrote a book to bring attention and clarity to the challenge we all face and designed a system to remediate the reasons why many of us experience spotty improvements in patient safety, episodic service excellence and insufficient engagement and accountability.

In his latest book on the subject, *Heroes Need Not Apply*, Dr. Wong gives healthcare organizations a template for creating effective, coordinated team-based care that leads to Patient-Accountable Culture...the prerequisite to becoming more patient-centered. It introduces the tools every executive, physician, nurse and staff member needs to make specific changes at the local level. It uses relatable characters to showcase effective patient centered skills to improve efficiency, decrease costs and improve the patient experience.

Brian Wong keeps his audiences engaged with the interactive nature of his sessions, his heartfelt anecdotes and sharing the results of the proven system he's created. Along with his real-life stories of change and success, he introduces the tangible solution that makes it all possible, the Patient-Accountable Culture System (PAC).

Most Requested Programs...

- Why Your Culture Is All The Strategy You Need
- Physician Leadership and Patient Accountability
- How a Patient Accountable Culture Improves Physician/Staff Performance and Engagement
- Where Improving Quality Begins: How To Build A Patient Accountable Culture