



CAPITOL CITY SPEAKERS BUREAU

We help you thrill your audience!



Vicki Hess, RN, CSP

Travels from: Maryland

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

Vicki Hess, RN, MS, Certified Speaking Professional, is your go-to resource for positively impacting employee engagement in healthcare.

Her unique views on patient and employee engagement are evidence-based, relatable and real world. Organizations that implement Vicki's ideas experience increased productivity, safety, quality, retention, client satisfaction, creativity and more.

As a keynote speaker, trainer, consultant and author of 4 books; Vicki 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.

Vicki holds a BS (Nursing) 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 for five years.

Vicki is the author of four books about employee engagement. She also writes for industry and association publications including *Hospital & Health Network*, *Becker's Hospital Review*, *NurseTogether.com* and others.

Vicki began her work in sales for the Xerox Corporation. She parlayed this experience into jobs with Entre' Computer Centers (sales training and management) and Bonner & Associates (selling for a grassroots lobbying firm). She then worked in healthcare for 10 years in clinical and organization development roles for LifeBridge Health in Baltimore, MD. In that role, she was responsible for the non-clinical training and development of 6,000 employees at four different campuses. Since 2001, Vicki has been the Principal of Catalyst Consulting, LLC - her own speaking, training and consulting firm. With her focus on employee engagement in healthcare, her business continues to grow each year.

Most Requested Programs...

- Engagement, Every Step of the Way: Successfully Leading Change in a "Do More With Less" World
- The Times are Changing: Lead Your Organization to Professional Paradise & Beyond
- The One Thing that Affects Everything: Transforming Healthcare Delivery through Optimized Employee Engagement
- Transformational Leadership: Shortcuts to Becoming a Leader that Others Want to Follow