



“Innovative Strategies to Improve Patient Experience”

Improving and maintaining high patient satisfaction scores is imperative to healthcare today more than ever. Being on the receiving end of patient care, Jake French has the firsthand perspective and passion to improve the patient experience that will be invaluable in enhancing the care you give. As a spinal cord injury survivor, Jake believes an often overlooked chance to increase your effectiveness is a willingness to address the softer and more human side of healthcare. Outcomes are not simply data points and survival rates, they are also the personal impact your providers have on the lives they shape.

Jake has the unique experience of living as both an able bodied, and now a disabled person. He offers insights straight from the end user of your product about what makes some medical professionals outstanding, and where those missed opportunities exist for you. Every tip will help you gain a better understanding of the consumer’s mind, now voting on your performance. Most importantly, each strategy will not require any additional investment of money or time to begin making a huge impact!

Key Takeaways:

- Discover why having the right attitude is more important than having all the right answers
- Improve patient’s confidence in healthcare workers by getting rid of the barriers that prevent them from giving high survey responses
- Learn the recipe for creating connections that improve satisfaction for patients and staff
- Gain insights on how to create an upbeat atmosphere for your care receiver
- Glean firsthand feedback on what influences patient’s perception of their care
- Soak up a boost of energy that reinvigorates people to keep doing excellent work

Turn “Patient Experience” from a penalty to a profit with this uplifting keynote speech that helps you turn every conversation and interaction into an opportunity for improvement. With today’s overflowing schedules it’s all too easy to become a taskmaster, and let compassion get squeezed out of the way. As a rolling example of why effective communication makes connections that count can change a patient’s life, Jake inspires every audience member to gain an enriched level of appreciation for what they do. Your healthcare professionals will walk away feeling like superstar providers, and be re-energized to make an even bigger and more profitable impact on the lives of each person they serve!



“The audience evaluations were 100 percent positive, extolling not only his valuable message, but his humorous and heartfelt delivery. Jake makes it a point to understand the audience so that the presentation is relevant and applies directly to you audience. He has my most sincere recommendation!”

- Marilyn Trinkle, Event Planner at Silverton Health

“So uplifting and motivational that our attendees feel rejuvenated! See what life can be, even when it’s not 100% what you thought it was going to be.”

- Janice Walcott, Caregiving Event Coordinator for “A Gift of Time”

“Sometimes it takes a tremendous trauma to bring us into the moment and provoke an appreciation of the qualities that make our lives so precious. I highly recommend Jake French as a keynote speaker because his message gives us a positive perspective so that we can live our lives to the fullest.”

- John Gilliam MD, Hospitalist at Silverton Hospital

“With the conference theme “The Sky’s the Limit” we selected Jake because his story could connect with our employees so they could put these words into action. He made an unforgettable impact on our staff, and I still hear people repeating “Life Happens. Live It!”

- Karen Rutledge, CEO, Shangri-La Disability and Human Services

Biography: INSPIRATION lights up your people’s inner drive to push past perceived limitations and perform at their highest level. As a young man on top of the world with a new college degree and dream job as a forester, Jake French’s life was suddenly turned upside down by a devastating spinal cord injury that left him a quadriplegic. A published author, Jake has firsthand experience in what needs to happen to keep organizations and employees moving forward when facing challenges. He has met a variety of medical professionals in his journey to regain independence, and has gained extremely valuable insight into what providers can do to create a positive experience from the patient’s perspective. Today he rocks the stage, compelling audiences to laugh as they learn, and think creatively about no cost strategies to innovate in your quest to improve patient experience.