

Lisa Boesen

Speaker, Facilitator Author, Coach

Sample Speaking Topics:

CareTime for the HCP—*Creating Connections for Work, Health and Self*
“C” into the Self – *Using Compassion to Be Your Personal Best*

Three Cs of Service Delivery

Three Cs of Teamwork

The Compassionate Leader

Creating Your Personal Community—*Moving from Making Contact to
Creating Connections*

Are you looking for a speaker who can blend compassion with enthusiasm to motivate your team or your organization to seek and deliver an unsurpassed patient experience? To develop team and leadership capabilities? To *care, communicate and connect* with patients and each other?

Lisa knows healthcare, knows patients, knows your challenges. She understands the connection between the caregiver, the provider, the patient and the family.

If your healthcare team is your number ONE priority in delivering patient-centered care, Lisa's presentations are for you. Lisa's **Care, Communicate, Connect** philosophy will re-energize your leadership and employees to create meaningful work, sustain relationships and deliver compassionate care to impact your bottom line.

Lisa also shares her thoughtful insight and personal experience of caring for two parents with end-stage diseases at the same time. Through sharing her story, Lisa hopes to bring encouragement to caregivers, guidance for a peaceful end, comfort during grief, and strength for a new beginning. In her book, *Managing the End...to Bridge the Beginning*, Lisa weaves a heartfelt story and offers more than 90 practical tips and words of encouragement to support the caregiver in experiencing life's natural journey of the dying process, grieving and rejoining life as what she joyfully calls "a leave-behind."



*Creating
Compassionate
Connections™*

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Care Communicate Connect

Lisa Boesen is a speaker, author, facilitator and creator of *Creating Compassionate Connections*™. She has over 30 years of clinical, management and human resources expertise including recruitment, performance improvement and workforce development. Lisa brings these insights and experiences into her publication, presentations and interactive workshops. Her unique blend of experience guides her passion for creating tips and tools for creating an excellent internal organizational experience, redefining interpersonal skills in the workplace creating an excellent patient-centered, customer experience.

Lisa holds a Masters in Organizational Management, is a Certified Human Resources Professional, and a Certified Compassion Fatigue Specialist. She has been featured in *Advance Magazine*, *Medical Office Today*, *Mainstreet*, *The Ladders*, and *ICU Medicine*.

Lisa has presented with the following organizations among others:

Texas Association, Directors of Volunteer Services
Texas Association for Patient Services
Oklahoma University Medical Center
Houston Association of Volunteer Administrators
Mississippi Health Care Association
IAAP—Medical Center Houston Chapter
Texas Society of Medical Assistants
Houston Society for Healthcare Human Resources Administration

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“Lisa Boesen is a very talented, compassionate individual who demonstrates amazing presence. Her professionalism is very engaging, transparent, and intentionally inspirational. I would highly recommend Lisa Boesen as a powerful person with people skills and the ability to effectively relate to others.”

Gerardo De Leon, President, Texas Alliance for Patient Services, 2010-2011

“Lisa spoke at our fall respiratory conference and was a big hit. Her topic “Care Time for the RCP – creating connections for work, help and self” was not only presented in a professional manner but was motivational, inspiring and compassionate as well. I received nothing but rave reviews from the conference participants. I would highly recommend Lisa to any organization that wants an engaging and inspirational speaker who will appeal to a wide range of audiences.”

Bobby Chasteen, RRT, Clinical Educator Adult Services, OU Medical Center, Oklahoma City, OK

“Lisa’s presentation style was energizing and interactive, exactly what the doctor ordered especially for HR professionals. ...She is passionate about her delivery and it shows in what she does!”

Mona Tucker, President, HSHHRA, 2010

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