

Scott Vedder

Healthcare Experience Transformation

Professional Development Training for Leaders, Providers, & Staff

Scott Vedder delivers a healthy dose of magic and lots of **!@#\$\$%** for continuing education, professional development, and healthcare conferences worldwide! His high-energy, personable approach and engaging programs come to life with vivid stories to inspire practical change that actually works! Scott does things differently, and so can you!

Scott led Disney Institute's healthcare advisory practice as the culmination of 25+ years in leadership roles at The Walt Disney Company. He has designed and delivered programs that reached 200,000+ professionals across health systems, insurers, and life sciences companies including Mayo Clinic, Siemens Healthineers, Thermo Fisher Scientific, Aetna, CVS Health, AbbVie, Johnson & Johnson, Mount Sinai Health System, Healthfirst, community hospitals, and more.

With Scott there's no abstract theory or corporate-speak buzzwords. Just authentic New Jersey pragmatism with a light-hearted delivery that's full of practical guidance for professionals at any career stage, all across the healthcare industry. Scott lives in Orlando, Florida and travels worldwide.

Engagements book quickly; contact Scott today!

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Expert Advisor | Facilitator | Funny Guy

Signs of a Great Experience

- ! Behaviors and emotions that elevate experiences
- @ Key moments and important milestones
- # Measurable data and quantifiable results
- \$ Financial impacts and money metrics
- % Show improvement and estimate effects
- ^ Insert new ideas and grow exponentially

The **Signs of a Great Experience** help healthcare professionals in any role quantify and measure the value of big leaps and small changes.

Signature Healthcare Programs

Customizable 60 or 90-minute keynotes or 2 to 4-hour, interactive workshops. (Details, page 2)

Signs of a Great Healthcare Leader: Discover how intentional behavior creates engaging leaders who physicians, nurses, and staff on teams of any size want to follow. Learn how to share your values, communicate effectively, and genuinely connect with patients, partners, and peers.

Signs of a Great Patient Experience: Empower your team to understand what patients *actually* need in the moment, how to deliver consistent, intentional care that builds trust, and provide individual attention that sets your organization apart.



Built for Continuing Education

Content is designed and delivered in interactive, skills-transfer formats, not passive lecture. While not independently CME-certified, each program can include common CME components such as breakouts, group work, activities, and other collaborative elements. Concepts taught help to reduce practice variance, optimize care metrics, and align behaviors with institutional standard operating procedures. Programs work for national specialty conferences, private events, or leadership retreats, and each can be tailored to your accreditation partner's learning objectives.

Scott possesses a unique ability to **inspire** people.

His focus on strategic storytelling and pragmatic guidance provided our teams with practical, high-impact advice that could be put into immediate use. And we had a lot of fun!

Alyson, Senior Vice President,
Mayo Clinic – Digital Strategy



Scott Vedder's Signature Healthcare Programs

Available as 60 or 90-minute keynotes or 2 to 4-hour interactive workshops. Each can be customized.

Signs of a Great Healthcare Leader: Leaders in healthcare achieve great results when they inspire care teams into action, create a culture where clinicians and staff can thrive, and practice behaviors anyone can learn. If strategy doesn't connect with front-line care and real-world operations, people get frustrated, morale flatlines, and you risk draining resources and increasing turnover.

Gain practical insight you can use immediately, whether leading a department of hundreds or a unit of one. Discover the keys to inspirational healthcare leadership and engage your people in a way that builds their trust and retains top talent. Learn how to build a culture of clarity, communication, and shared purpose.

Key Takeaways:

- Personal values shape healthcare culture, build connection with patients and staff, and show others what matters most.
- How authentic communication and compelling storytelling can improve connections, collaboration, and morale.
- Leaders' behaviors and human-to-human interactions set the tone and determine the trust felt by patients and teams.
- Enhance collaboration across teams, improve patient handoffs, build relationships, and ensure seamless care delivery.

Signs of a Great Patient Experience: Clinical care is only one element of a great patient experience. Deliver a seamless end-to-end patient experience to earn their loyalty, improve survey results like HCAHPS or Star ratings, and gain referrals. You can inspire and empower everyone on your team – clinical staff, call centers, office support, and beyond – to serve patients (and each other) with a personable approach that feels natural and helps improve outcomes too! Speed, price, and technology don't build patient trust nearly as well as genuine human connection and quality care delivery.

Learn an intentional, scalable approach to differentiate the service you provide to patients, health plan members, care network partners, and your own teams too. Discuss practical ways to quickly assess what each individual *actually* needs, equip your team with tools to deliver great service, and empower everyone to own the moment when things don't go according to plan. Seek opportunities to improve, create new connections, and celebrate wins across every touchpoint.

Key Takeaways:

- View every encounter, project, or call as the moment to create positive connections with patients, partners, and staff.
- Shift your mindset from "checking boxes" to being purposeful and building positive human connections along the way.
- Complement standards of care with service standards that reflect patients' expectations and empower your team.
- Take ownership, show empathy, and maintain relationships when disappointment happens or expectations aren't met.

Custom Content

Workshops and keynotes for these topics and more can be customized for any size meeting, conference, or other learning event. Each can be further tailored to your part of the healthcare industry, so your attendees easily relate. All include tangible next steps to use quickly.

Human Connection in the Age of AI: Real connection beats a scripted interaction or chatbot every time; patients can tell the difference. You're better at being Y.O.U. than any A.I. could ever be! Keep it real and be yourself in every patient interaction.

Care Team Experience Enhancements: Coach, recognize, and care for your entire team. Remove obstacles, engage them to help innovate and prepare for big changes, and improve their environment to increase satisfaction and retention.

Patient Experience Mapping: Identify specific moments to exceed patient expectations, amplify the good your team is already doing, and fix the moments that leave patients disappointed. See how any touchpoint, from scheduling to clinical encounters and all the way through discharge and follow-ups, can be an opportunity to build lasting trust and differentiate your service.

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