



**Nicklaus
Children's
Hospital**

MIAMI CHILDREN'S HEALTH SYSTEM 

"Our staff had nothing but accolades for Colleen and they want her to come back "again and again and again!" On behalf of ALL nurses and participants at our first annual "Raising the Bar" conference, THANK YOU! Colleen surpassed my expectations and conference objectives."

- Laura M. Hernandez, DNP, ARNP, CPN, FNP-C, Clinical Education and Evidence Based Practice Supervisor, Nursing Department, Miami Children's Hospital

HONORHEALTH™

HonorHealth 2016 Professional Nursing Education Survey Quotes -Scottsdale, Arizona

- Thank you for this innovative ideas to recharge all of us, especially for the nurse at the bedside.
- This is the best talk I have attended in years. Genuinely going to reassess and make changes in my practice, THANK YOU!!!
- How lucky we are to have had this event for 27 years. WOW!!!
- This was fabulous.
- Thanks so much.
- Very good, I am glad I came.
- Fantastic. Thank you for offering this program.
- Colleen was an excellent speaker.
- Colleen is really good, emphasizing her sexy style to say things the audience will understand.
- Very good!
- The speaker was very engaging. I really like the way she spoke out into the crown including individuals in the audience.
- Very enjoyable presentation.
- Excellent!
- Wonderful presentation.
- The speaker was fabulous! (-:
- This would be so great for all staff to hear.
- Colleen was amazing, one of the best seminars!
- This was a glorious seminar. I wish more of my hospital staff had attended.
- Thank you so much.
- Thank you for this wonderful presentation!
- Excellent!
- This was awesome, thank you for such a wonderful speaker and great capstone for celebrating nurse's week.
- Excellent speaker and program
- Great presentation.
- Would love to see us getting this to all staff.
- Such a great speaker
- Wonderful, thank you!
- Excellent program
- Great presentation
- This lectures just what our nurses need to boost their spirits to perform excellent care of our patients. Thank you very much!
- Excellent speaker- uplifting day- reminds me why I am still a nurse.
- Colleen is an awesome speaker, funny, entertaining and informative.
- Very good!!! Thank you for this opportunity. Excellent presenter!
- She was great, very well taken!
- Great topic.
- This is awesome!! Great presentation.
- Very engaging and energetic. I wish I really knew Colleen. She must be an awesome friend.
- Awesome! Definitely entertaining!
- Colleen really helped open my eyes to the little but significant changes I can work on for the improved patient care, satisfaction and needs.
- So engaging and energetic.
- Such a great opportunity to learn.
- Excellent!
- Thank you!
- Thank you for a morning well spent.
- Wonderful speaker.
- I wish our director/leader level really listened to Colleen and take to heart the message, Lead by Example.
- Great speaker!
- Great speaker, so enjoyable, thanks!
- Just what I needed today, thank you.
- Extremely engaging and relevant speaker. This was both motivational and educational.
- Excellent!
- Absolutely amazing and entertaining.
- Colleen was a great speaker/presenter, lots of fun!!
- Great talk, thanks.
- Colleen is amazing! I have seen her before and she was amazing then.
- Great speaker, very personable and fun. Upbringing and happy during nurse's week
- Thank you for inspiring nurses.
- Wonderful afternoon.
- Colleen was amazing.
- What a great presentation! My favorite one yet!
- Excellent, thank you, one of the best seminars you have had for Schamadan!!!
- Great Speaker! Very educational and entertaining.
- This was a wonderful seminar. One of the best I've ever attended and I have attended sooooo many (-:
- Great information provided. Engaging format and Colleen was great -Thank you!
- Colleen was fabulous.
- I am working on patient satisfaction as a project on our unit and feel I've gotten some great information and ideas to implement or suggest for us as a team.
- Thank you! Excellent presentation!
- Excellent presentation, Thank you!
- Excellent, valuable information
- This was an excellent presentation.



"The energy and enthusiasm that Colleen engenders about the patient experience is palpable. She is not only incredibly knowledgeable, but dynamic and passionate in her message. She truly engages the audience."

- Jack Greene MD, Hartford HealthCare Regional Vice President, Medical Affairs/CMO

*"In a few short hours, Colleen gave us **simple insights** that will immediately **improve our approach to the patient experience**. We are delighted to be bringing her back to spend dedicated time with our physician and nursing staff. She is an absolute pleasure to listen to and work with."*

- Stuart K Markowitz MD FACR, President, Hartford Hospital, Senior Vice President, Hartford Healthcare

*"We are beyond grateful to have Colleen speak to our frontline employees, directors and senior leadership team. Thank you for helping us as we work to **transform our organization and improve the culture and patient experience** at Wayne HealthCare!"*

- Terri Flood, MHA Director of Marketing and Communications, Wayne HealthCare



*"This is like the third time I have heard Colleen speak and every time I am wowed and I change my nursing practice because of what she says. I am super **focused on the patient** now and not on my needs but the **needs of that patient and the possible fears of that patient**. She blows me away every time."*

- Theresa Lemmel RN, BSN, CCRN, Nurse Manager Critical Care, MPM Dunedin Hospital



"Colleen provided a wonderful presentation to the graduating residents of our **Nurse Residency Program**. Her message was very appropriate. Colleen's natural personality and openness to the residents and all who were there was wonderful. She made the day very special for the graduates. Colleen's energy and passion for nursing is making a difference. She is wonderful. Thanks again."

- Lois J. Book, EdD, MS, BSN, RN, Clinical Education Team Lead, Tampa General Hospital

2014 Mid-Atlantic Interprofessional Leadership Conference in Richmond, VA

"Colleen's presentations on "What Patients Fear and Why We Have to Know" and "The Patient Pyramid" both were awarded perfect scores on a 5 point scale in all three areas, presentation content & style, presenter's knowledge of subject and relevancy to your practice. During these presentations, Colleen was able to really engage the 250 leadership attendees to view what patients fear in a deliberate, empathetic and practical way."



- Ellen Derry, MA, BSN, RN-BC, CPN, Director, Education and Professional Development, Virginia Commonwealth University Medical Center



"I cannot thank Colleen enough for her presence and presentation here in Ardmore! I have heard nothing but rave reviews, from nursing and from physicians, about her work. Totally amazing! In fact, 2 different nurses told me that it should be mandatory that all co-workers and physicians attend one of Colleen's presentations. She has lit a spark in all of us, and I will work diligently to enable a return appearance, to further solidify her message, and to involve more of our staff. Thank you again."

- Pamela L. Kimbrough, M.D., Vice President Medical Affairs, Mercy Hospital Ardmore

"Colleen's Keynote Presentation received a 4.9 on a 5.0 scale and we especially appreciate the way the material was able to tie-in with the other presentations—and more importantly, provide a compassionate perspective that can impact both strategies and day-to-day efforts to support the pillars of our conference themes of engagement, innovation, and excellence. Colleen's energy and enthusiasm is just what we needed to motivate and fire-up the group— her presentation was exactly the right message of inspiration and action that our client attendees needed to hear and take back to their hospital. Thank you very much!"



- Darrell Atkin, Director of Marketing, Skylight Healthcare Systems, Inc.



"For every Leadership Development Institute there are numerous speakers, both internal and external, and all are evaluated with the same scoring method. In eight years of hosting LDI, Colleen's score was the highest score any of our speakers have received so far."



Colleen was able to capture this group in a way in which many attempts fall a little short. Colleen's power of relational engagement and value to the learner resonated with attendees, and we've heard a ton of feedback in the field about how they are incorporating Colleen's message into their worlds. She has cultivated an exciting buzz that we're strategically building on to reach the next level of centering our culture around the patient. Thanks to you, Colleen, and your team and for the difference you're making! Blessings!"

- Debi Dollar, Education & Development Specialist, Patient Experience, Carolinas HealthCare System



"Colleen was the highlight of our client conference. A fresh perspective on patient concerns and how to effectively connect with them delivered in a not to be forgotten performance bursting with wit, energy and compassion. Long term clinicians literally out of their chairs. Best use of Maslow's Hierarchy principal applied to the health care world. A must see! "

- Tom Klopach, CEO, Skylight Healthcare

"Colleen was a powerful contributor and top speaker at Patient Experience Conference 2011. The attendees learned from her expertise, were engaged by her presentation style and humor, and were aligned in saying any hospital would benefit from the insights she shares. In one word...fantastic!"

- Jason A. Wolf, PhD, Executive Director, The Beryl Institute



Press Ganey's 2012 Regional Symposium Survey Quotes:



Houston said:

- Awesome! Will change the way I have done healthcare for 26 years- in a good way!
- Great inspirational speaker- You made a difference to me!
- Excellent! You have the whole "experience" in your heart!
- Colleen, you are so good that I can pay attention even though I have been freezing- You outsmarted Maslow!!
- Motivational. So true, funny, smart and very brave.
- I learned things today that I will remember the rest of my life. Thank you.

San Francisco said:

- Awesome- very inspirational. Speaks the truth- highly authentic!
- Colleen is a superior representation of the human race! Excellent motivational speaker with practical tools.
- Colleen's keynote at the beginning was well worth the price of the entire conference! I am a Colleen Sweeney fan forever!!
- Thank you! You are the best! I wish I had your confidence to just "do it". I will start small- Thank you!

Chicago said:

- Knocked my socks off! Will use pyramid.
- She is the best speaker ever!
- Spectacular finish! Loved the speech. Very Inspiring.
- Amazing! I will definitely use the pyramid. Thanks so much for a resource that will make sense to my staff and will involve them and be easy to use!
- Love the energy! Thank you for helping me see that I am a 99 percentile leader.
- Honestly, the best speaker I've ever heard. Thank you for the things you pointed out that every hospital can relate to.

Atlanta said:

- The most amazing speaker ever.
- Could listen to her ALL DAY!!
- Loved the practical application of topic and tools used,
- Such a dynamic and inspiring person. She gave me concrete, practical ideas to improve quality of all our customers- patients, staff, family.
- Bring her Back!!! Great content, not afraid to address the tough topics. Wonderful speaker.
- Ridiculously good!
- You are a God given blessing! You live your purpose driven life. God bless.
- Awesome, awesome speaker. What more can I say...

Boston said:

- Great speaker- loved her. Just want more!
- Love the way she simplified some of the things we tend to convolute in our day to day operations.
- Thank you. You make me smile. You are the bee's knees. I really needed you today. Hot, horrible Boston rush hour traffic- ran a red light, got pulled over by police- 35 minutes on the side of the road. Police was rude but it still was a great day!
- Home run!
- Wonderful speaker, My attention span is usually 10 minutes, but went up to 1 ½ hour with this speaker.
- Amazing.
- Fabulous, engaging, energetic and genuine.

"Colleen's interactive, insightful and engaging content motivated our conference attendees from start to finish. She understands - and helps others to appreciate - the concerns and fears of patients who are trying to manage their health in a complex system."

- Patrick Ryan, CEO, Press Ganey Associates

"The comments that you received on our evaluations were the BEST EVER IN THE HISTORY (40 years) of our organization (MHVRP)!!! In fact, someone said, "If you can't bring her back, don't bother to have a conference". They just said out loud what the rest of us were thinking!!!!"

- Jacquie Karr-Zlotnicki, Past President, Michigan Healthcare Volunteer Resource Personnel

"Just loved your presentation today! God has given you an amazing ability to teach and connect with people. What a blessing you are to patients, families, and those of us who serve them."

- Mary McCormack, CAVS, CDVS, CEO of Information Enterprises

"I am so grateful you agreed to do the webinar today - it was amazing! As mentioned, I was literally nodding my head, clapping and agreeing with you all through the presentation. Excellent, excellent, excellent presentation....kudos to you!"

- Sandra Riols, Education Manager, AHA Association for the Healthcare Environment

"Given that the volunteer workforce is often the largest department in a hospital, Colleen's messages resonated with our directors of volunteer services. Her practical tips were spot on - primarily as a result of her experience as a volunteer administrator and her nursing background. Our members can now see how their work directly ties to patient satisfaction metrics."

- Joan M. Miller, MHA, Executive Director, Association for Healthcare Volunteer Resource Professionals, American Hospital Association

*"The Patient Empathy Project - What Patients Fear and Why we Have to Know received a perfect rating of 5 out of a possible 5 from our conference attendees...
"Meaningful, wonderful, touching presentation. Very impressed.""*

- Pat Goodberry-Dyck, COO Custom Learning Systems Group Ltd, HealthCare Service Excellence Conference

"You were the hit of our Leadership Institute! In our post-event survey your keynote scored a 5.0. This is only the second time in 38 institutes that anyone has received a perfect score. Your message really resonated with our audience!"

- Brian O'Dea, Director, Marketing and Public Affairs, Newton-Wellesley Hospital

*"Thank you for the excellent learning experience you provided for our leadership team last week. The combination of your presentation style and well-researched content created a learning experience with tremendous depth for our group. I am confident that every participant (both clinical and non-clinical) will now be able to incorporate all they have learned about patient empathy into their roles and practice
Your work is truly making a difference...one hospital at a time."*

- Kimberly A. Russel, President and CEO, Bryan LGH Health System

"Colleen's presentation engaged our entire team of physicians, clinicians, and support staff. The energy level was off the charts and the enthusiasm has carried over to our operations...Great Job!"

- Michael O'Neil, COO, Memorial Health System



B.C.C. Nevus Syndrome Life Support Network

