

The Society of Premier Patient Services and Premier  
Hospital Services Report Present:  
**The Third Annual Conference on Premier  
Patient & Guest Services**  
October 29 - 31, 2000 ❖ Celebration, FL

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#1B	- Keynote Address: The Redesign of Healthcare Delivery <i>Joseph S. Bujack, M.D., F.A.C.P., Vice President, Kootenai Medical Center</i>
#3A	- Developing Partnership Between Hospitals and Hotels
#4A	- International Strategies <i>Maureen Ryan, Director of International Services, Washington Hospital Center</i>
#4B	- International Strategies <i>Maureen Ryan, Director of International Services, Washington Hospital Center</i>
#5A	- How Technology Is Changing the Face of Healthcare <i>Sean and Michael McLean, Dionysus Company</i>
#6A	- Measuring and Improving Patient Satisfaction <i>Jerry Seibert, President, Parkside Associates</i>
#6B	- Measuring and Improving Patient Satisfaction <i>Jerry Seibert, President, Parkside Associates</i>
#11A	- Successful Marketing of Premier Services: The Bridge Between the Patient and the Customer <i>Leslie Bank, Director of Patient &amp; Guest Relations, Greenwich Hospital</i>

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