

# Health Services

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## Clients & Participants

Addison Gilbert Hospital ♦ Ami Doctor's Hospital ♦ Alimed, Inc. ♦ American Health Services ♦ Assabet Valley Home Health Associates ♦ Auburn Memorial Hospital ♦ Bard Cardiovascular Ventures ♦ Berkshire Healthy Systems ♦ Beth Israel Hospital ♦ Brewster Ambulance ♦ Braintree Hospital ♦ Brigham and Woman's Hospital ♦ Boston City Hospital ♦ Boston Visiting Nurses ♦ Capital District Health Plan w Chelmsford Dental Associates ♦ Children's Hospital ♦ Chelsea Soldier's Home ♦ Chesapeake Animal Clinic ♦ Children's Hospital ♦ Church Hospital Corporation ♦ Chiropractic Cntr. for Healing Arts ♦ Collaborative Medical Systems ♦ Community Nursing Services ♦ Copley Pharmaceutical, Inc. ♦ Constitution Health Network ♦ Dowden Nursing Home ♦ Epidemiology Resources, Inc. ♦ Framingham Union Hospital ♦ Harvard Medical School ♦ Healthdrive Corporation ♦ Heart Care Medical Center ♦ Health Planning Counsel – Boston ♦ Hospital Center at Orange ♦ IDF Rambaum Medical Center ♦ Indiana Hospital ♦ Instrumentation Laboratory ♦ Impco, Inc. ♦ Jersey Shore Medical Center ♦ Jordan Hospital ♦ Keller Army Community Hospital ♦ Kent County Memorial Hospital ♦ K H P Services, Inc. ♦ Kupat Holim, Israel ♦ Long Island College Hospital ♦ Lutheran Hospital ♦ Massachusetts General Hospital ♦ McLean Hospital ♦ Massachusetts Eye & Ear ♦ Medical Center Coop ♦ Medical Area Service Corporation ♦ Metropolitan Hospital Center ♦ Mount Auburn Hospital ♦ Mulberry Child Care ♦ National Medical Care ♦ New England Deaconess Hospital ♦ New England Journal of Medicine ♦ New England Memorial Hospital ♦ New England Rehab. Hospital ♦ New Hampshire Psychiatry ♦ Newport Hospital ♦ North Philadelphia Health System ♦ Nurses Unlimited ♦ Overlook Hospital ♦ Pilgrim Health Care & Services ♦ St. Elizabeth Hospital ♦ Rehabilitation Hospital ♦ Travcorps, Inc. ♦ Tri City Mental Health/Retardation ♦ Tufts N. E. Medical Center ♦ U. Mass. Medical Center ♦ Weight Loss Clinic, Carter Assoc.

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# What Participants Have Said!

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*I really enjoyed the program ❖ It made me feel that I will really be able to cope with my stress in the future ❖ The facilitator presented everything in a clear, fun, and very comfortable manner.*

**Harvard Community Health Plan, Ann Fahey, Staff/Member Services**

*Mr. Schwartz held my attention for 8 hours and is a superb speaker.*

**Overlook Hospital, Carol Kirkham, Manager, Ambulatory Care**

*I could see the instructor using the techniques we were discussing ❖ This helped me see how some of them could be used in real-life situations ❖ Now I have more confidence in how to approach confrontational situations and in my ability to handle them.*

**St. John's Hospital, Diana Stafford, L.P.N.**

*This seminar gave me some concrete examples to use in practice, particularly concerning conflict/concentration strategies.*

**MCCM Memorial, Lisa Arello, Assistant NSE Manager**

*I learned about making some people understand what I am expecting rather than assuming my perceptions are understood and clear to everyone.*

**Kenosha Hospital Medical Center, Marsha Hollister, Physician**

*Very informative ❖ We need more workshops like this to help organize the office ❖ Areas that were of particular interest to me were dealing with telephones, scheduling and organizing tasks, how to say 'no' -- set limits ❖ The input from others was excellent.*

**University Hospital, Angela Bentley, Secretary**

*Very well planned and paced ❖ Addresses issues of great relevance to my workplace.*

**Epidemiology Research Inc., Lee Louza, Staff Epidemiologist**

*Mr. Schwartz presented in an upbeat way, without being boring as are many facilitators ❖ He is very helpful and not intimidating.*

**Overlook Hospital, Gwendolyn Arch, Nurse, Operating Room**