



FOR IMMEDIATE RELEASE

**Debbie Boone, CVPM - Releases Her Latest Book - “Hospitality in Healthcare” -
The Greatest Factor and Possibly the Most Underutilized
Tool In the Healthcare Experience Is Hospitality**

Today’s healthcare consumer demands more than just an appointment. They want healing and human connection. Providing an exceptional experience at every step of the patient journey requires active participation and collaboration from the entire medical office team.

Chandler, Arizona, June 3, 2023 – Hospitality is a mindset. Whether a veterinarian, dentist, chiropractor or physician, [Hospitality in Healthcare](#) by Debbie Boone, CVPM (Certified Veterinary Practice Manager) teaches healthcare teams how to think with a servant's heart by anticipating and personalizing each person’s experience to their benefit as well as the practices.

Imagine team members who can’t wait to come to work and who all get along. Enjoy a steady stream of new patients from referrals alone and loyal clients who stay with the practice for years.

The stories and lessons provided in *Hospitality in Healthcare* can transform how a medical practice views providing care. It shares Debbie’s tried and true hospitality tips, paired with her study of neuroscience, body language, conscience and unconscious biases, creative thinking, and behavior elements and ties them together in an easy to read and comprehend format. Exercises and real-world examples are provided within each topic to drive home the lessons and make them stick.

[Hospitality in Healthcare](#) demonstrates how hospitality and healthcare go hand-in-hand and how a new mindset can transform the experience for the practice team as well as the patients that they serve. It also educates healthcare teams on how to put hospitality into day-to-day practice for the betterment of everyone involved.

This is the book every medical professional should read before beginning practice and every manager should study before hiring and training their staff.

If the goal is to reduce drama, minimize complaints, retain staff, and reap five-star reviews, *Hospitality in Healthcare* is the book to read.

Utilizing hospitality skills results in healthcare providers enjoying work, reaping the respect and appreciation deserved, and simultaneously improving satisfaction from the people served.

Synchrony’s CareCredit and Pets Best are the educational sponsors of *Hospitality in Healthcare*. “Whether it’s discussing the cost of treatment with pet parents or managing the modern complexities of a veterinary care practice, Debbie’s book underscores how embracing a hospitality mindset can

help veterinarians and other health care professionals achieve more positive interactions and outcomes, even in the most challenging circumstances,” said Boo Larsen, senior vice president and general manager, veterinary medicine, Synchrony. “Given Debbie’s 35 years of service in the veterinary industry, we felt it was important to share her touching stories and useful tools with the broadest possible audience, as we can all benefit from her helpful perspective.”

About The Author:

Debbie Boone, BS, CVPM, Fear FreeSM Certified, began her training in hospitality and management as a child working in her family’s restaurants. Her passion for animals led her to earn a degree in animal science from North Carolina State University. After graduation, she took an entry level position as a veterinary client service representative, giving her firsthand experience of the challenges of this client-facing position. Her ambition took her to retail management positions. A call from her former employer led her back to veterinary medicine as a hospital administrator and Chief Operating Officer of multi-location practices

Debbie is considered an expert in team communication, creating positive practice culture, and customer service. She strives to improve the lives of animals by using her expertise to train exceptional client service and emotional intelligence skills and improve the well-being of veterinary professionals.

Major national and international animal health organizations, consistently seek Debbie out for her skills as a trainer and keynote speaker. She has been a columnist and writer for multiple veterinary publications, presented webinars in the US, Canada, Australia, and England

To learn more, visit her website www.debbieboonecvpm.com

About Synchrony:

Synchrony (NYSE: SYF) is a premier consumer financial services company delivering one of the industry’s most complete digitally enabled product suites. Their experience, expertise and scale encompass a broad spectrum of industries including digital, health and wellness, retail, telecommunications, home, auto, outdoor, pet and more. They have an established and diverse group of national and regional retailers, local merchants, manufacturers, buying groups, industry associations and healthcare service providers, which they refer to as their “partners.”

They connect their partners and consumers through their dynamic financial ecosystem and provide them with a diverse set of financing solutions and innovative digital capabilities to address their specific needs and deliver seamless, omnichannel experiences. They offer the right financing products to customers in their channel of choice.

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