



Michael T. Ferris
PRINCIPAL

Mike is a nationally recognized expert in Home Care and Hospice Sales, Marketing and Customer Service.

He has a unique perspective from having consulted to many of the most successful home care and hospice organizations and has witnessed what works on a national basis. Mike and his team deliver insight, consulting and training programs based on their combined experience and expertise. Services also focus on the management of referrals to maximize admissions and increase referral partner loyalty.

Mike has written numerous columns featured in major industry publications, as well as delivered keynotes and speeches at hundreds of industry conferences. He has conducted training workshops on marketing, sales and customer service for home health, hospice and private duty organizations for over 15 years. Mike has successfully trained over a thousand industry sales people. Mike and his team's mission is to help clients better tell their story in the community. They are driven by the desire to have more people receive the gift of home care and hospice services. Mike has written the books, ebooks, and training modules that have become the industry benchmarks for Home Care and Hospice Sales, Marketing, and Customer Service.

Mike is currently a member of the National Association for Home Care & Hospice, as well as the National Hospice and Palliative Care Organization.