

von Briesen Attorneys Named BTI Client Service All Stars

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The law firm of von Briesen & Roper, s.c. announced that two attorneys were named Client Service All-Stars 2020 by The BTI Consulting Group, Wellesley, MA. **Jeffrey E. Mark** is named as a BTI Client Service All-Star MVP, one of only 61 attorneys named in the MVP category for making a consecutive repeat appearance on the list. **Susan E. Lovern** is named as a BTI Client Service All-Star.

The BTI Client Service All-Star awards are based solely on more than 350 in-depth interviews with top legal decision makers at large and Fortune 1000 organizations. BTI's 2020 report states, "Clients identify 475 attorneys who stand above all the others in delivering the absolute best in client service." Of the 650 law firms serving large organizations, only 87 are home to more than 1 BTI Client Service All Star", suggesting these law firms are more focused on cultivating a culture of client service excellence than other firms.

Lovern is the firm's President and CEO and chairs the Commercial and Business Litigation Section. She represents clients in complex business litigation and appeals in state and federal courts, as well as in pre-litigation contexts, including arbitrations and mediations. Lovern represents hospitals, health systems, banks, and manufacturers. She earned a J.D. from the University of Iowa and a B.A. in Finance from the University of Northern Iowa.

Mark is co-chair of the firm's Health Law Section. He has extensive experience advising hospitals, multi-institutional health care systems, physician groups and specialty providers regarding a variety of transactional health care related matters including affiliations, joint ventures, acquisitions and divestitures; fraud and abuse; Stark; physician agreements; and equipment and office space leasing arrangements. He earned a J.D. from the University of Nebraska and a B.A. in Finance from Marquette University.
