

Beyond Patient Expectations

"How to Manage Customer Service Successfully in Healthcare"

The quality of customer service in healthcare has a significant impact on healthcare outcomes, malpractice exposure, and bottom line economics. As patients become more savvy, expectations increase, and often so do complaints. This session will prepare you to recognize the critical elements that affect a patient's experience, and your customer satisfaction scores.

During this powerful session, you will:

- Recognize that customer service is a critical component of excellence in healthcare and learn how patients differ from typical customers
- Discuss why a trip to the hospital is not a day at Disneyland
- Discuss the impact of customer service to the financial bottom line
- Learn methods to uncover what the patients and family members really think about your organization's focus on customer service
- Uncover the essential elements that put P.E.P. in your patients healthcare experience
- Explore the manager's connection to staff success with customer service
- Receive tools to determine if the staff is satisfied with management's commitment to customer service
- Learn about the tools needed to discover what excellence must look like from the patients' eyes.
- Translating typical customer service techniques into exceptional patient care experiences
- Discover how managing customer service requires more than just managing people skills
- And much more...

 **For Success Seminars!**

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