

Care and services represent only one part of what a healthcare facility provides to its patients, residents, and clients. Customer service is another factor in providing care and services and its importance cannot be overstated. Organizations that do not promote exceptional customer service to their patients, residents, clients, and their families run the risk of:

- Litigation
- Poor regulatory survey outcomes
- Reduced census/client volume
- Difficulty finding and keeping quality staff
- A tarnished reputation

With so much at stake, customer service is essential in your organization's efforts to provide high-quality care. But customer service is more than being polite and having an "open door policy" for complaints. It is the sum of an organization's marketing, physical environment, training, grievance processes, quality programs, food services, and more.

How can your organization maximize its efforts to provide first-rate care *and* service? Pendulum's one-day, on-site Customer Service Assessment will help. Performed by a seasoned, customer service-focused risk management specialist, the assessment evaluates an organization's key policies and practices. Using information gathered from touring the organization and talking to staff, the consultant develops a report with practical recommendations for program enhancement. Key areas reviewed include:

- Customer service guidelines, processes, and training
- Processes for new patients/resident/client/guest tours and visits
- Satisfaction surveys
- Resident and family councils (if appropriate)
- Complaint management
- Media management
- Physical environment
- Quality assurance/risk management programs
- Incident management
- Food and dining services (if appropriate)
- Activity programs

Providing healthcare services is a "people business." Pendulum can help you make people happy. To engage a Customer Service Assessment for your facility, call (888) 815-8250 or email Info@PendulumRisk.com.