

# CUSTOMER SERVICE— SERVICE EXCELLENCE

## TRAINING PROGRAM

### *Service Excellence—Impacts Reputation, Regulations, Reimbursement, and Employee Retention ... Are You Meeting the Mark?*

In a competitive healthcare environment, excellent customer service is critical to the success of any healthcare organization. Health care is a “people business,” so your responsibilities are not limited to providing clinical services and following regulations. You must also develop positive and meaningful relationships with your customers—patients, residents, clients, etc.—and perhaps more importantly, their families and representatives.

What is at stake if these positive relationships don’t exist? Your regulatory survey results. Your ability to hire the right people. Your census/client volume. Your reputation. Your professional liability exposure.

Pendulum can help you navigate the challenges of the “people business” with its Customer Service—Service Excellence Training Program. Service excellence starts with the leadership team and a daily culture of meaningful interactions and relationships. Service excellence also involves developing staff skills that bring your mission and vision to life.

Service excellence training programs are customized based on the team members that will be attending the training. Included in the training are topics such as:

- Delivering compassionate, respectful, patient/resident/client-centered care
- Providing meaningful interactions
- Messaging that supports service excellence
- Responding proactively to all parties’ concerns
- Setting the customer service model from the time of admission throughout the stay or throughout the visit for out-patient services
- Blending customer service with adverse outcomes
- Managing difficult families and addressing families in crisis
- Educating the family and patient/resident/client about the care process
- Forming relationships with families
- Tracking, trending, and documenting customer perceptions
- Delivering bad news
- Protecting your facility’s or company’s reputation on social networks
- Handling and tracking complaints and developing resolutions
- Getting back on track when something goes wrong
- Working with internal customers—employees
- Managing a crisis

Pendulum’s Customer Service—Service Excellence Training Program will give your staff, managers, and leaders practical knowledge and techniques to strengthen your customer service program. This is an on-location training program, with the number of days determined by the topics to be covered and the number of times and locations for the presentation.