

# Service Communication Excellence™

## **MISSION:**

Create a world-class customer experience through effective communication.

## **YOU WILL LEARN HOW TO:**

- ▶ Avoid needless HCAHPS Value-Based Purchasing penalties and develop an action plan to succeed at maximizing CMS reimbursement.
- ▶ Insure your leadership and front-line staff fully understand the importance of patient perception and how to create lifetime loyalty.
- ▶ Grow staff “grinners” into “winners” and “superstars” through a culture shift that embraces positive attitude and thinking.
- ▶ Gain a buy-in from employees to roll out a “Service Recovery Policy” that practices the complaint gold rule: “Mess up”, “Fess up”, and “Dress up”
- ▶ Help everyone become great listeners by effectively utilizing 6 powerful patient-centered listening posts.
- ▶ Breakthrough resistance to change and turbo charge the implementation of critical best practices through the use of “Rapid Cycle Improvement.
- ▶ Engage staff at every level to collaboratively eliminate priority patient dissatisfiers through monthly 1 hour “DO IT” meeting.
- ▶ Master the art and science of “face to face” communication, that delivers consistent, loving and compassionate service.

## **SEMINAR ATTENDEES SAY IT BEST:**

“Speaker is real! I not only appreciate the relevance, but examples of how improvements have actually been implemented.”

– *Healthcare Professional, Brookhaven Memorial Hospital, NY*

“Speaker was informative and engaging. The value of the content is extremely important to all healthcare professionals.”

– *Audrey Pislopio, Nursing Supervisor, St. Joseph Hospital, NY*

“Clear communication and coherent information that every healthcare worker should know. You say it all well.”

– *Patricia Butera, CNS, St. Catherine of Siena-Smithtown, NY*

