WEBINAR

Course 2420
Creating Service Excellence and Patient Relations

Do your staff members have the same commitment to service excellence that you do? Do they put the patient first? Service excellence starts with understanding the needs and wants of your patients and then developing strategies to accomplish service delivery.

Service excellence is also a collaborative effort between your team and other internal partners. Without all of you working together you will not be able to achieve service excellence. Clinical quality and productivity are important measures of success. Patient and family member satisfaction with service and care is equally important.

Program Topics:
Create Service Excellence
• Project a Positive Image
• Define Your Service Standards
• Set Expectations for Commitment

Communicate Caring Approach
• Determine Staff Motivational Levels
• Service at “First Sight” Create Great Moments of Trust
• Identify Key Moments of Trust
• Define Service Excellence Options
• Eliminate Irritations

Connecting with Partners for Service Excellence
• Team Up for Service Excellence
• Establish Process Understanding
• Put the Patient First!

Objective:
At the completion of this program, the participant will be able to:
1. Describe ways to create a service excellence commitment among staff.
2. Discuss how to develop standard operating procedures to deliver exceptional service.
3. List techniques for better internal collaboration.

Target Audience:
COO, CNO, nursing leadership, hospital leadership, department heads, JCAHO coordinators, safety officer and staff, performance improvement staff, risk managers, patient advocates, those interested in management, professional staff nurses, and nursing home administrators

Faculty:
Lou Benson, PhD, CEO, Health and Palliative Services, Treasure Coast, Florida

Prior to joining Treasure Coast Hospices, Dr. Lou Benson was President of The Benson Group, a consulting firm specializing in healthcare. Lou brings practical, real work solutions to his audiences. He has delivered thousands of seminars and workshop to healthcare professionals across the country.

Time:
Log-in begins 10 minutes prior to the scheduled start time.

Registration:
There is a site fee of $150 for IHA member hospitals for this course; $300 for all others. Advance registration is required to ensure delivery of instructional materials. Registration deadline: August 12, 2008.
WEBINAR
Course #2420
Creating Service Excellence and Patient Relations

August 19, 2008
8:00 – 9:30 a.m. MDT; 7:00 a.m. – 8:30 a.m. PDT

Contact: ______________________________________________________________

Title: ________________________________________________________________

Organization: _________________________________________________________

Address: _____________________________________________________________

City, State, Zip: _______________________________________________________

Phone: __________________________________ Fax: ________________________ E-Mail: ___________________

IHA Member Hospital……………………………. $150

Non-IHA Member Hospital…………………………… $300

Payment must be received in order to get program materials.

Registration deadline: August 12, 2008

___ Check (payable to IHA)

___Visa ___MasterCard ___AmEx ___Discover

Name of Cardholder: _____________________________________________________

Card Number: __________________________ Exp. Date: _______________________

Amount $ __________________________

Mail with your remittance to:
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Have questions or need more information?
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