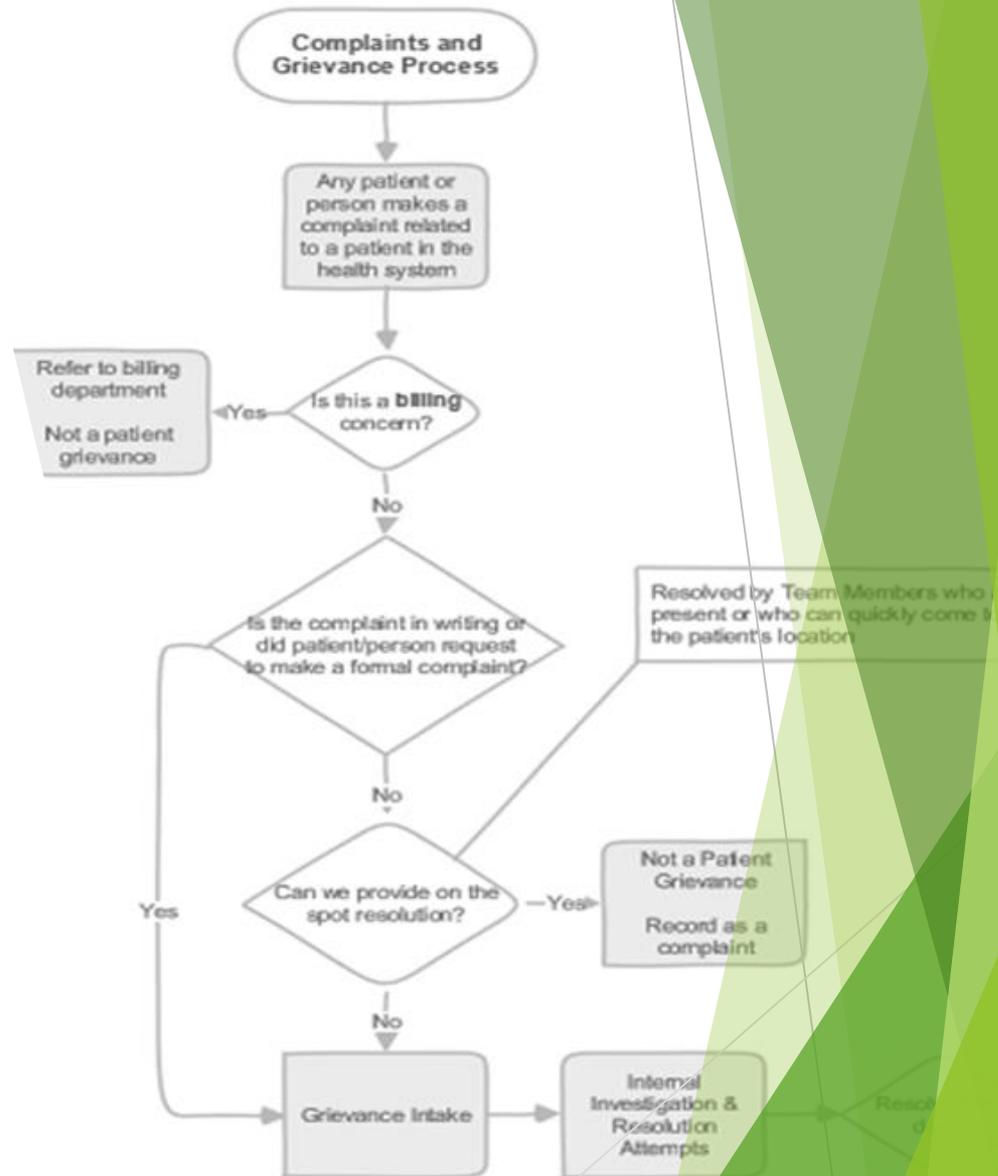
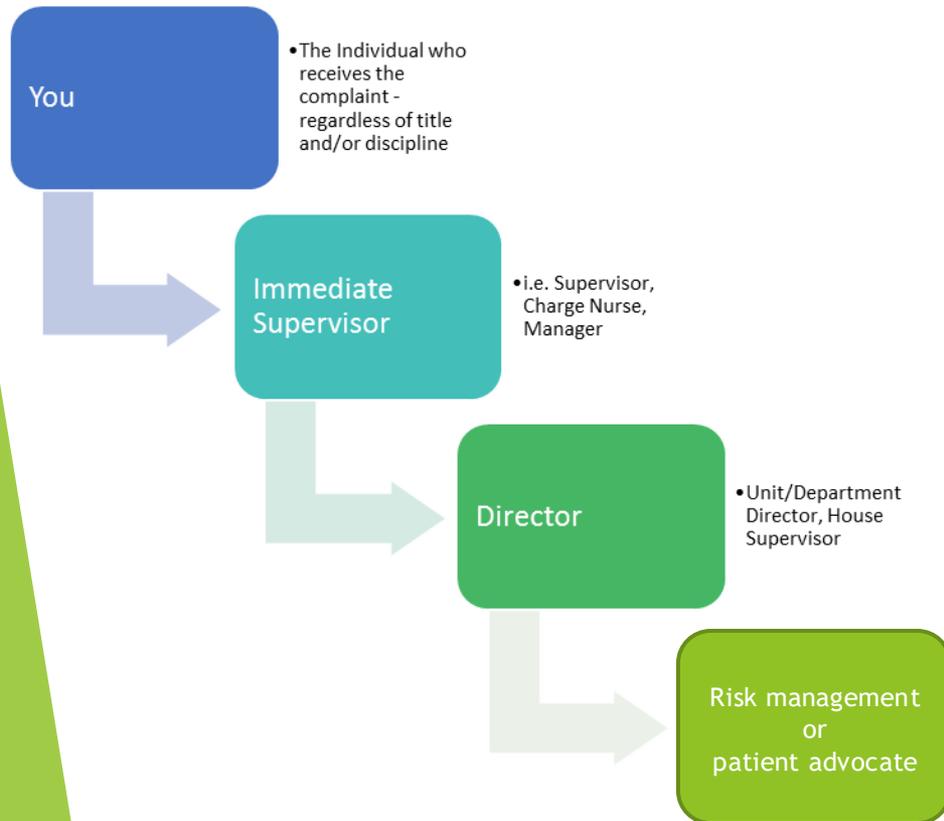


Service Recovery

- ▶ What is it?
 - ▶ the steps and actions taken when the patients needs are not met
- ▶ How do we address a concern? What if I do not know how to fix this issue? Who can I speak with to get help?



Who do I go to??



Service recovery is the responsibility of every MCHS Team Member. Any MCHS team member who is first to hear or see a complaint, concern, or need, is empowered, and expected, to begin the Service Recovery process immediately by apologizing and begin the process of working to correct the perceived problem.

Heart-Head-Heart Communication Model

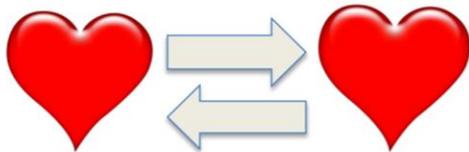
Head-Head

- ▶ VALUABLE INFORMATION
- ▶ ANSWERS & SOLUTIONS

Heart-Heart

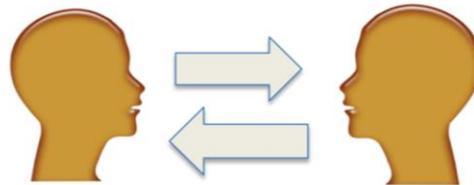
- ▶ FEEL IMPORTANT AND UNDERSTOOD
- ▶ CAN UNDERSTAND HEAD-TO-HEAD COMMUNICATION BETTER

Heart-to-Heart



Emotion, Caring,
Empathy

Head-to-Head



Tasks, Information,
Analysis, Explaining,
Fixing, Plans

PEARLS

PEARLS phrases:

- ▶ Partnership: “Let’s work on this together.”
- ▶ Empathy: “I can imagine from what you’re saying how difficult a time this has been for you.”
- ▶ Apology: “You’ve been waiting an hour to see me; I’m really sorry you had to wait so long.”
- ▶ Respect: “I can see you’ve thought this out very carefully by the amount of research you’ve done on the issue.”
- ▶ Legitimize: “Anyone in your situation would feel that way.”
- ▶ Support: “I’ll be with you all the way.”



MCHS Service Recovery process

- ▶ R - Recognize Concern
- ▶ E - Empathize
- ▶ A - Apologize
- ▶ C - Connect & Listen
- ▶ T - Take Action



Recognize Concern

- ▶ Acknowledge there is a concern when one is voiced
- ▶ Look for non-verbal cues (tone of voice; body language)
- ▶ Don't be afraid to ask questions



Empathize



The ability to understand and share the feelings of another.

- ▶ See it through their eyes
- ▶ Try to understand the thoughts, feelings and emotions they are experiencing.
- ▶ Let the patient/visitor know you “get it”



Apologize

- ▶ DO's of an apology
 - Use warm, open body language
 - Make eye contact
 - Use your “soft” voice
 - Use “I” statements
- ▶ Don'ts of an apology
 - ✗ Use a defensive tone of voice
 - ✗ Argue
 - ✗ Smile inappropriately
 - ✗ Sound like a robot



Be sincere & make eye contact

“I’m sorry this has happened...” “I apologize for your frustration...”

Connect & Listen

- ▶ Stop and focus on the patient/visitor
- ▶ Listen patiently and non-defensively
- ▶ Try to sit down with the patient to give your full attention and time
- ▶ Ask open-ended questions

Are you listening?



Take Action

- ▶ Take ownership of the resolution
- ▶ Explain available options, if appropriate
- ▶ Involve the patient/visitor in the resolution process
- ▶ Follow Through!!!



It's not Our Journey...

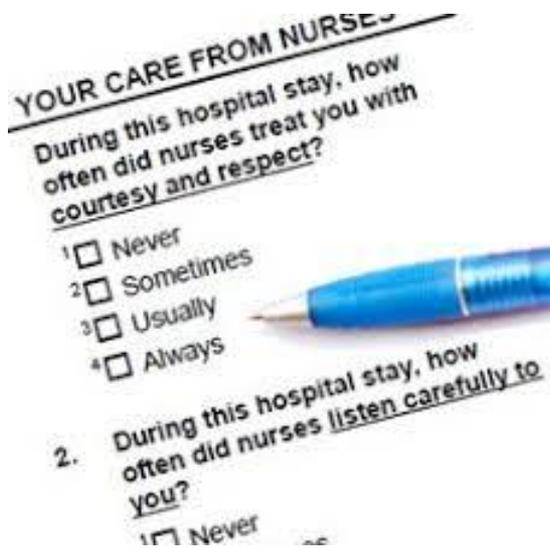
It's the patients' and families'

Ideal Journey is...

Safe, Secure, Extraordinary.



Did you know?



- ▶ A satisfied patient tells 1-5 people about their experience. A dissatisfied customer tells 10-20 people about their experience.
- ▶ Keeping customers satisfied and providing service recovery when necessary, keeps patients and others coming back.

Feedback is Valuable and Appreciated.. Welcome it!

Feedback from our patients is valuable as we review our processes and strive to improve the care and service that we provide.

How do we receive feedback?

- HCAHPS and CG CHAPS Survey
- Press Ganey Patient Experience Surveys
- Patient Experience Hotline (2273)
- Front Line Team Members



We love to hear when you are providing excellent service!

- ICARE cards are an employee recognition program that is used to recognize employees that are providing excellent service and service recovery.
- ICARE cards are on every unit and in all areas of the hospital
- Some ICARE cards are stamped - If a stamped ICARE card is filled out for you, Service Excellence will find you with a Starbucks gift card!



Customers do not expect us to be perfect, but as healthcare professionals they do expect us to fix things when they go wrong. How we respond once we know about an issue can turn even a very unpleasant experience into a positive one.



SERVICE