

Service Training Raises HCAHPS

Organization

- Community not-for-profit hospital
- Suburban southern plains
- 474 bed

Background

Client developed a new patient experience department and implemented a “Culture of Ownership” program. The client wanted a customer service training approach that would pair nicely with their previous values-based training to help staff re-engage with the standards and values in a meaningful way.

Action

- Conducted Power of One training for frontline staff and leaders, customized to focus on their values and standards
- Conducted train-the-trainers to teach the tailored course to all other employees and sustain over time including orientation

Results

