

# Customer service training with pre and post mystery shopping

## Organization

- Six hospitals
- Long term care
- Physician practices
- Community not-for-profit health system

## Problem

Accounts collection and patient accounts departments handle a large amount of the systems collections. Performance metrics indicated that employees in these departments lack some of the skills needed to deliver an excellent patient experience at every encounter. System had implemented different patient experience models throughout the system including Studer and Language of Caring and wanted to incorporate those models into skills training.

## Solution

- Conducted mystery shopping in the two departments to identify the specific skills needed
- Trained employees in creating a great patient experience over the phone (“You’ll Have them at Hello”)
- Conducted train-the-trainer to teach the tailored course to all other employees in key telephone skills

## Results

Every dimension improved with training. Total score rose 9% Overall Impression increased 13%

■ Post Training Score ■ Pre Training Score

