



MONDAYS

with Mike

AULTCARE

Weekly PLAN

monday

Patient Experience -- Service Standards . . . and Leadership!

Our Aultman Health Foundation Healthcare Delivery System is a special blessing to the many communities that it serves. From Alliance to Canton to North Canton to Massillon to Orrville to Millersburg, each member of this system values and sets a high standard with/for the patient experience. We want those who experience us and our goods and services to have the best experience possible.

In this week's edition of Mondays with Mike, we will explore the four main tenants that guide the work that is necessary to ensure the best possible service standards and patient experience. While we do this, let's draw a parallel to our own families, teams, and businesses.

Service Recovery. To put it simply, it is making it right when something went wrong. When we successfully recover a service failure, patient and customer loyalty actually increases. The skills that help us the most in this area are listening, empathizing, and asking what we can do to improve.

Attitude. Smiles, positive greetings, combined with thanking our patients and visitors for choosing Aultman and AultCare, are powerful energizers that fuel a positive experience. When we are about to leave the conversation, saying, "Is there anything else I can do for you?" allows the added opportunity for an even greater service experience. Finally, when there is a criticism, let's be open to the thought shared, remaining objective and positive as we listen.

Environment. I am sure that we all remember the first time that we had to come into a healthcare setting or doctor's office. There is uncertainty, apprehension, worry, and a little fear, as well. When we sense this, we can make a difference by taking the person or family to their destination and making sure that there has been a positive handoff. Additionally, keeping noise levels down, picking up trash and items that may clutter an area, as well as knowing who to call in environmental services help to create an overall impression of caring.

Teamwork. We all bring unique skills, talents, and knowledge to our points of service. Respecting these in each of our roles allows for everyone to perform at his or her best. If we do this every day, we unleash a service energy that is unmatched! Being a strong teammate, rather than simply a team member, makes all the difference in the world.

Our Aultman Health Foundation Service Delivery Standards guide the work so that we create the best possible patient/customer experience. These tenants also provide powerful guidance as we work with our families, ball teams, our own businesses, and even in our relationships overall.

Let's provide the best "relationship experience" possible in all that we do!

Have a great week!

