

Customer Service:

Achieving Results through Program Structure & Implementation >

Accelerero Health Partners worked with a health system on a one year engagement to implement a customer service program that would drive performance to a higher level. Specifically, the leadership team wanted to improve the patient experience in nine radiology sites and become the premier imaging service in the region.

PROVIDING STRUCTURE AND IMPLEMENTATION SUPPORT

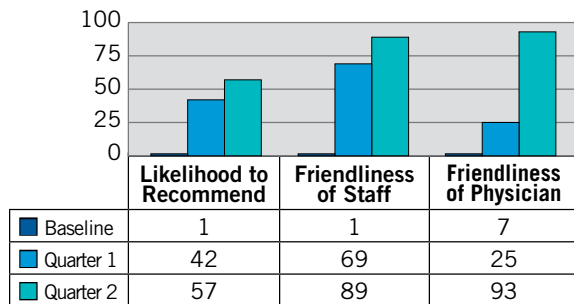
Accelerero started the process by establishing a customer service infrastructure and conducting customer service training at each site. As a next step, Satisfaction Action Teams (SATs) were assembled at each of the nine sites, and each one was charged with developing their own detailed actions for demonstrating the customer service principles set forth by the organization. Accelerero met with the teams on a monthly basis to develop customer service guides that were distributed to all staff. Finally, each SAT developed and implemented a department-specific survey that was used in conjunction with the Press Ganey survey.

ACHIEVING RESULTS

The SATs were armed with the knowledge, tools and results they needed to train staff on customer service goals and expectations, and identify continuous improvement opportunities. The graphs below show the scores for two of the radiology departments where Accelerero's program was implemented.



MRI: Press Ganey Percentile Rankings



CT: Press Ganey Percentile Rankings

