

Strive for Exceptional Customer Service for Our Internal and External Customers

DAILY PLANET HEALTH SERVICES

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2016-17

CAPSTONE TEACH-BACK: JUNE 7, 2017



Focus

Daily Planet Health Services 2017–2020 Strategic Plan—goal to enhance our customers’ (both internal and external) experience

Strategies and actions have been identified to accomplish a goal of continuous quality improvement (CQI) of our customer experience

Customers are identified as consumers of services, our staff, and community partners

Team

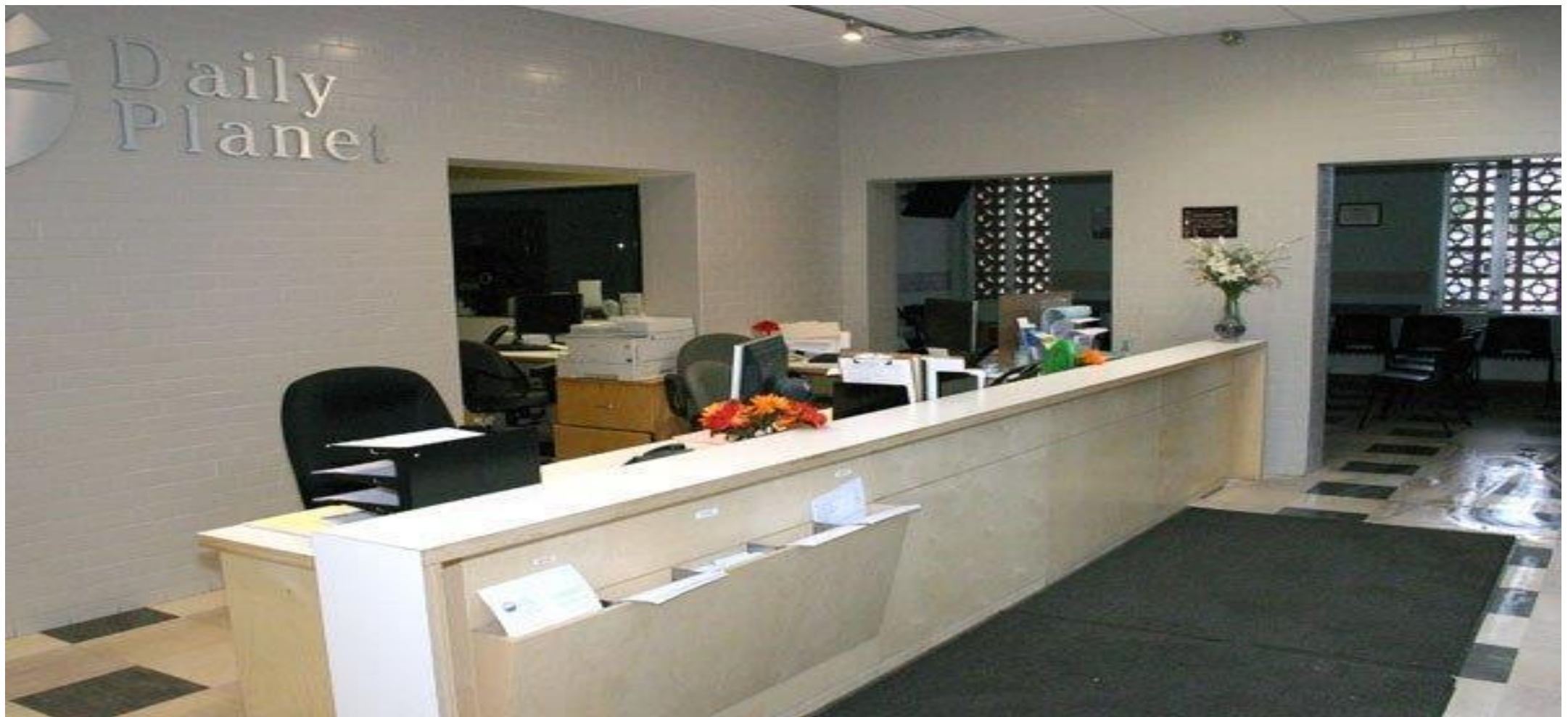
CHC Leadership Institute Team Members

- Peter Prizzio, CEO
- Maureen Neal, COO, Advancement
- Helena DeLigt, COO, Programs
- Stephen Popovich, Medical Director
- Jernice Giles, Dental Director
- Rob Osborn, Behavioral Health Coordinator



Need

To better obtain, assess, and understand customer perceptions of their experience as it relates to the quality of interactions, services, and support for continuous quality improvement opportunities



DAILY PLANET WAITING ROOM RECEPTION BEFORE THE DOORS OPEN

Objectives

Describe the specific objectives your team aimed to achieve:

- Identify customer service weaknesses and strengths and develop an overall customer service plan for CQI
- Address perceived/real concerns around timely access to services by customers
- Foster a culture of appreciation and excellence in customer service

Assets

Describe the key assets (people, systems, resources) your team engaged to help develop and execute the project:

- Consumers
- Staff
- HR
- Community partners
- Other FQHCs best practices/methods
- Community Health Solutions
- Use of technology and data
- Specific internal teams (QI/QA subcommittee, Patient Advisory Committee, Advancement Committee, MAC Committee, Integrated Care Teams including new Practice Manager)

Action Strategies

Describe the key action strategies your team will use to execute the project:

- Revise patient experience survey and collection opportunities
- Create a plan to seek feedback for customer service expectations of community partners
- Determine acceptable wait times for initial contact to first appointment; waiting room wait times; returned calls; etc.
- Assess current wait times for variables outlined above
- Improve waiting room experience (facility design, lighting, sound, “zen”) for all customers
- Create a formal customer service plan with specific expectations around customer service attitudes and behaviors
- Develop staff development plan for training/affirming DPHS customer service expectations and revise based on periodic feedback

Team Development

Describe the team development activities (e.g. team building, training, technical assistance) used to help equip the team for action.

- CHC Leadership sessions
- DiSC assessment
- Team evaluation of our phone answering system/creation of a “call center” model
- Utilization our internal leadership team meetings

Testing & Refinement

Describe how your team refined its planned action strategies in response based on the implementation experience:

- Develop realistic timeline for implementation of each action step
- Identifying and recruiting additional internal and external human resources to provide expertise and forward progress
- Create/utilize work groups to address specific action strategies (QI/QA subcommittee, Patient Advisory Committee, Advancement Committee, MAC Committee, Integrated Care Teams including new Practice Manager)

Results to Date

Describe the results of your project to date, and any planned next steps:

- Develop/utilize teams and work groups to explore revision of customer surveys, distribution methods, and data analysis
- Beginning initial phases of internal customer service training
- Finalizing “call center” model
- This project goal reinforces/supports another strategic plan goal which is identified as: ensure that the community understands the full scope and services offered by DPHS. Coordinated training of staff and board about specific messaging (Connecting the Dots for Those in Need)

Lessons Learned

Describe your key lessons learned:

- The importance of continuous team development
- Maintaining focus in the face of competing priorities
- Develop leadership “team” goals to forward vision and mission of the organization (team versus individuals) and a mechanism for tracking progress

Leadership Dancing Guy

<http://www.bing.com/videos/searview=detail&mid=BFBACEA0091B81B7EDBABFBACEA0091B81B7EDBA&FORM=VRDGARch?q=leadership+dancing+guy+video&&>