

# Service Excellence and beyond: Service/Employee Engagement

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# The Challenge

Healthcare is Changing.

Are you going to be left behind?



# Affordable Care for America Act

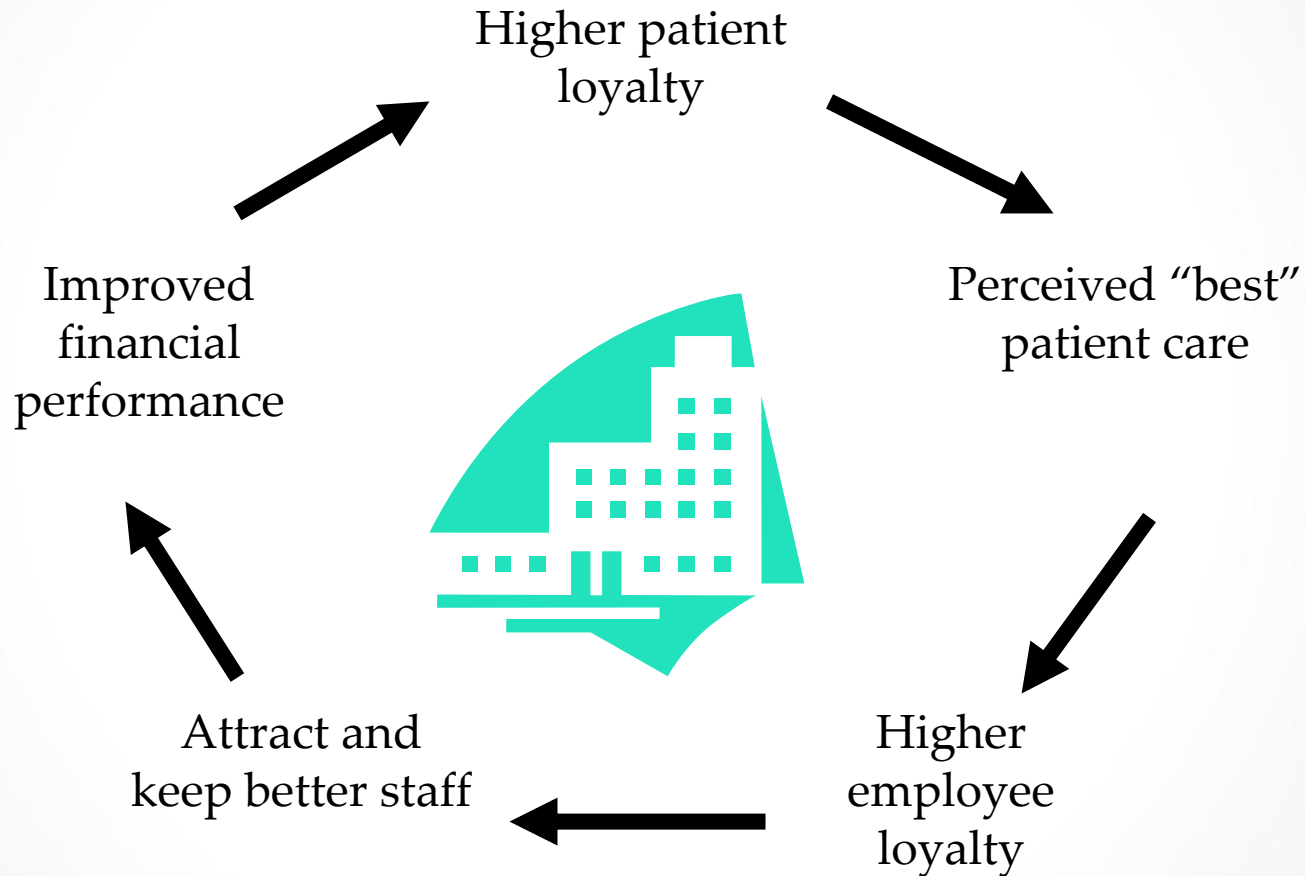
- How much did you do?  Payment
- How well did you, and your patient do?  Payment

# Looking to Improve Financial Results?

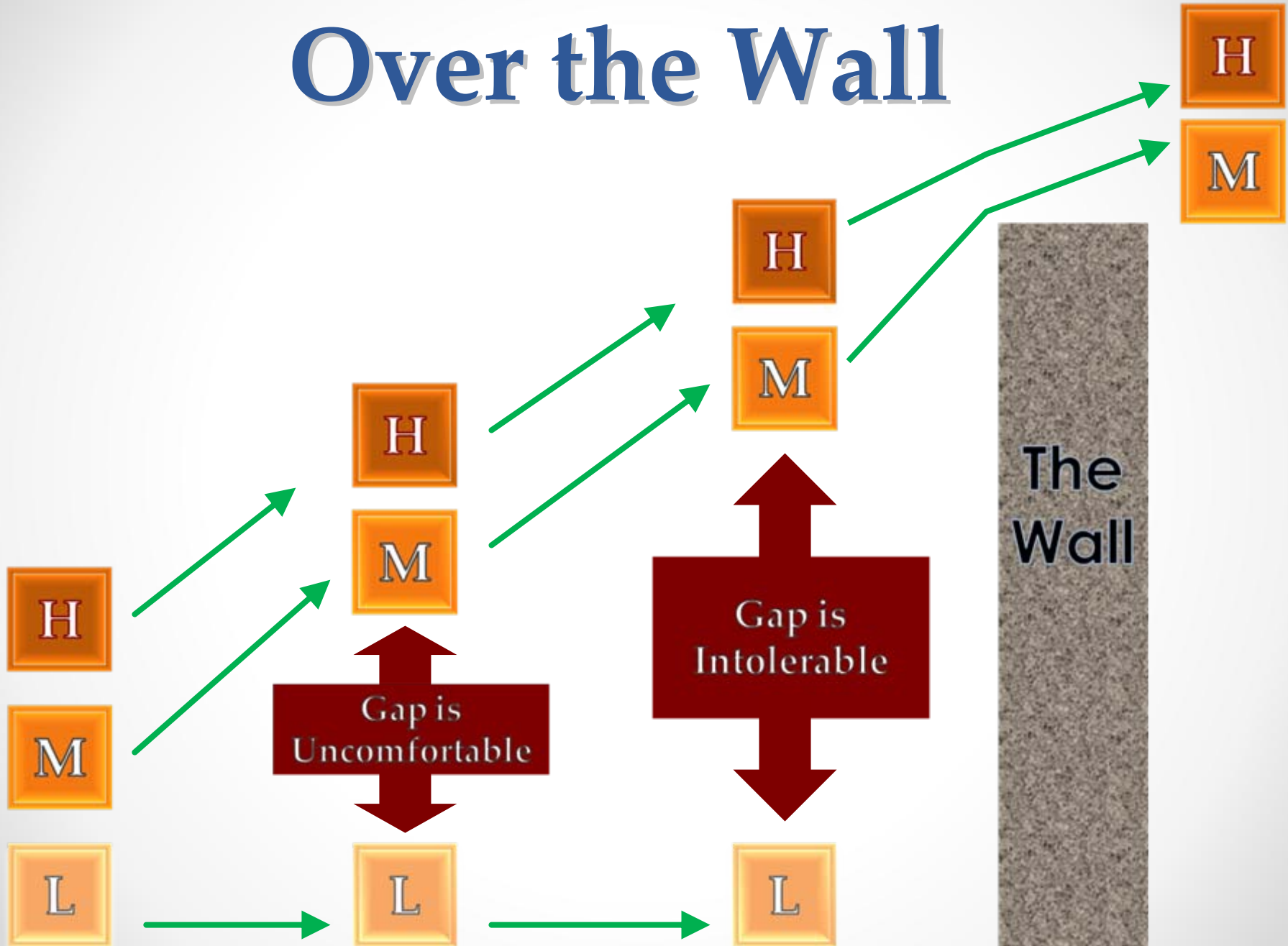
## Start with Patient Satisfaction



# Cycle of Excellence



# Over the Wall





**CHANGE**

**is good**

**you go first**



# Where We Started





# Response from Staff

- Shock
- Disbelief
- Embarrassment
- Denial

REST AREA

**CLOSED**



# Change Management Strategy

- Issue
- Goal
- Obstacles
- Solutions
- Scope

# Advantages of AIDET<sup>SM</sup>

**Decrease anxiety with increased compliance**



# Colleague as Customer



**“What can I do to help you have a great day in working with me today?”**



# Is Everyone On Board?



Once you're on the road, being on the bus becomes an active decision.....

# Dealing With Pushback From The Team

- I don't have time → Less interruption
- That's not my patient → Each patient is everyone's patient





# It's All About the "Experience"

If you are not having a "5" day, how can your patient have a "5" experience?



# Where We Are Today

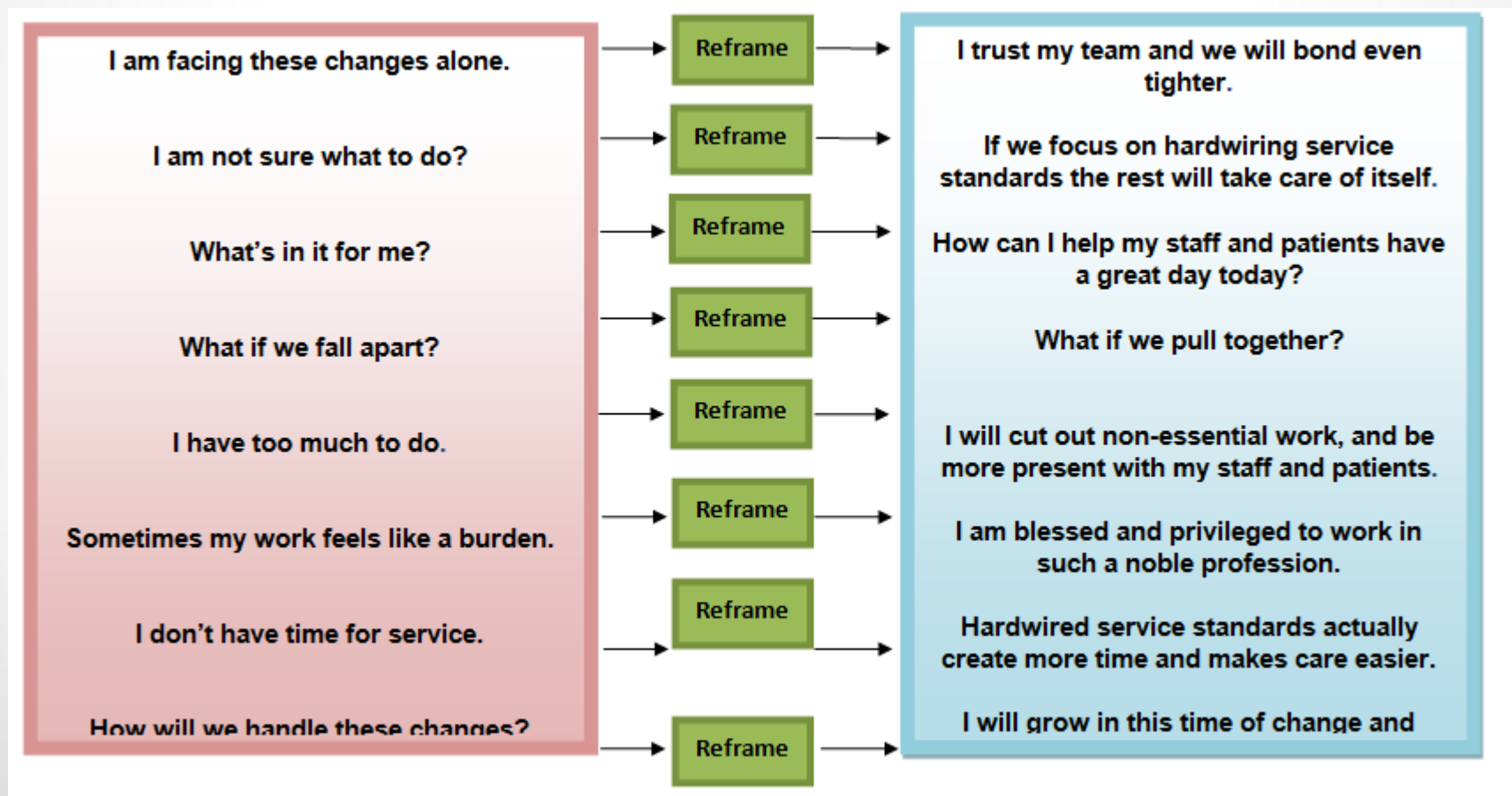


“Leaders begin to lead when  
they see the *Light... or*  
feel the *Heat*”

--*Martin Luther King Jr.*

# What Can You Do?

- Reframing Rapid Changes In Healthcare



Everyone Matters  
Presents



Questions?