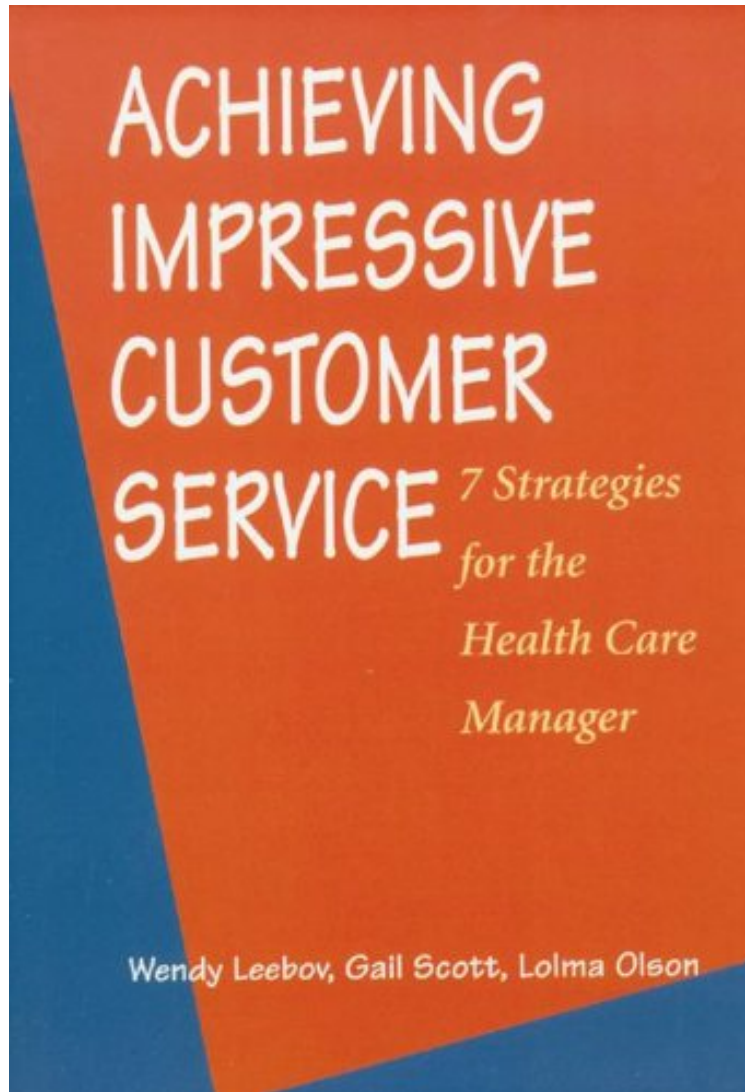


[Mobile ebook] Achieving Impressive Customer Service: 7 Strategies for the Health Care Manager (J-B AHA Press)

## Achieving Impressive Customer Service: 7 Strategies for the Health Care Manager (J-B AHA Press)

Wendy Leebov, Gail Scott, Lolma Olson  
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Wendy Leebov, Gail Scott, Lolma Olson : **Achieving Impressive Customer Service: 7 Strategies for the Health Care Manager (J-B AHA Press)** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Achieving Impressive Customer Service: 7 Strategies for the Health Care Manager (J-B AHA Press):

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By A Customer I'm C.O.O at a rehab hospital. I've been reading Wendy's books on service improvement in healthcare for years. This newest one is really terrific, because the strategies she describes are ones I can use as an administrator and also get my managers to use...without the need for training. This book is a manual really...a real "how-to" book. It's worth buying one for every manager.  
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By JefMind This is clearly a well researched volume based on accepted current business practices and their trappings. As a reference source on viable methods of addressing specific areas of non clinical service delivery, it is thorough and quite useful. However the me(physician/administrator) vs them feeling, that is an ongoing problem in practices, and which comes through repeatedly with the word "behavior" as one example, is bothersome. (The book might be more aptly titled: "Staff Selection and Motivation in Non Clinical Service") Still for Customer Service to be truly effective and continuing, it has to come from within and cannot be imposed from without. Training and service objectives need to resonate with each individual to be smoothly integrated and become more than a mechanical reaction to job performance requirements. Further Customer Service needs to be differentiated from clinical services such as explaining an IV. The prospect of a physician sitting down, reading this book and saying he/she is going to implement this, in all its complexity, is remote. He needs custom-tailored guidance and systems that run themselves as much as possible. The conclusion of the final chapter says, in essence, "you've got to do SOMETHING!" But what, which?

A comprehensive array of detailed, useful strategies to improve customer service are presented in this easy-to-use manual. Health care administrators, managers, and supervisors in any provider organization, regardless of size, will benefit from core service strategies like: - establishing high standards of customer service- helping staff hear the voice of the customer- hiring customer service pros- helping staff cope better in a stressful environment- reducing anxiety to increase satisfaction

"The tools outlined in this book can be implemented rapidly and inexpensively...They hold great promise for institutions and individuals who want to succeed." mdash;Ron J. Anderson, MD, President and CEO, Parkland Health Hospital System  
From the Inside Flap  
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From the Back Cover  
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