

Patient Service Spelled Out

Secure sincere staff who show a passion to excel at delivering patient service second to none.

Ensure an exceptional experience by emphasizing the patient's importance during each service encounter.

Reward those who religiously deliver exceptional patient service regardless of situation.

Verify that services are valued from the patient's perspective and delivered by value-added staff.

ImmEDIATELY isolate and eliminate policies, procedures, and people that inhibit incomparable patient service.

Care about all patients to consistently deliver complete, considerate, and compassionate service.

Encourage employees to eagerly encounter, engage, and exchange with patients.

Never be satisfied with your patient's satisfaction, never!

-John O'Malley