

Mission Possible: SNF Department Head Briefing



Session Title: Customer Service Concepts for the Crew

Presentation Date: 12/19/2023

Presented By:

- Janine Lehman, RN, RAC-CT, CLNC
Director of Legal Nurse Consulting

Contact Person: Janine Lehman 812-471-7777 jlehman@proactivemedicalreview.com
Proactive Medical Review and Consulting

Course Description:

This 12-month webinar series runs January-December 2023 and focuses on skill building for serving effectively as Long-Term Care Department Heads with an emphasis on effective leadership, operations and systems in the LTC setting. Guidance will include strategies for avoiding common deficiencies, performance improvement and QA activities, team building, productive meetings, and customer service. This session will discuss specific tips and strategies for promoting facility wide focus on customer service at all levels of staff interactions. Concepts for achieving customer service goals will be shared along with examples of staff exercises for successful customer interactions.

Projected Learning Outcomes/Course Objectives: At the conclusion of each session, the learner will:

1. Identify customer service goals for each facility department.
2. Describe tips and strategies for promoting facility wide focus on customer service.
3. Discuss examples of staff exercise for successful customer interactions.

Course Content

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| 15 minutes | Customer service goals for each department. |
| 20 minutes | Tips and strategies for promoting facility wide focus on customer service. |
| 20 minutes | Examples of staff exercises for successful customer interactions. |
| 5 minutes | Closing Comments/Q&A |

Target Audience: Department Heads, Administrative/Supervisory Staff

Instructional Level: Intermediate

Contact Hours: 1.0