



Success Story Summary

Improving Patient Satisfaction at a Large Specialty Hospital in New York City

ORGANIZATION

A large specialty hospital in New York City.

ISSUE

Patient satisfaction, as measured by one of the top two satisfaction measurement companies in healthcare, was below standards in the area of “person cleaning the [patient] room” (Environmental Services personnel). Patient satisfaction scores were tied to performance evaluation for managers. Efforts to make all equipment silent, reduce intrusions, etc. had no impact on scores.

OUTCOME

Patient satisfaction numbers increased following initial training to acceptable measures (90th+ percentile of similar hospitals) and remained at or above acceptable levels for over six years following the start of the project. Other departments within the hospital considered using the same interventions.



PROCESS

Two day plus one follow up day training based on The Human Element in Customer Service for all Environmental Services personnel including all managers, followed initially by monthly all-team meetings and follow up training. Later, a one-day refresher program was offered six months following the training program. All new employees entering the department receive the training and join the monthly meetings.

Consultant/Company
Internal organizational development specialists

Country
U.S.A.