

OBJECTIVE

- To provide high school students with the skills needed to provide consistent and excellent service to the patient, their family and the community

EDUCATION DETAILS

- Meets the industry certification requirements for the Specialist High Skills Major (SHSM)
- Can be integrated with Co-op, OYAP and other high school programs

BENEFITS TO STUDENTS

- Provides students with school-to-work transition tools and techniques
- Enriches student's education through a unique learning experience
- Offers students an industry-endorsed certificate program

DELIVERY OPTIONS

- In-class by teacher
- In-class by OTEC facilitator

PROGRAM AT A GLANCE

Excellent and consistent service is the key to achieving high quality healthcare experiences. This workshop focuses on the important role of building patient loyalty, creating a positive first impression and contributing to a patient-centred service culture.

“Moments of Truth”

- Understand the importance of creating and maximizing memorable “Moments of Truth” service experiences in various patient and family interactions

First Impressions

- Explore how positive and negative first impressions impact the healthcare service experience
- Learn how to ensure a consistent and effective first impression with patients and their families

Building Customer Loyalty

- Discover the importance of patient satisfaction in healthcare success and the essential role the service provider plays in creating loyalty

Service Excellence Essentials

- Participate in a service excellence self-assessment
- Learn the essential behaviours to achieve healthcare service excellence

Communication Excellence

- Learn about the communication process and how to apply it to determine patient and family needs and expectations

The Service Process

- Practice the 5-step service process for providing consistent and excellent service

Overcoming Service Challenges

- Understand the 3 types of concerned patients and their families
- Learn the 5-step service recovery process to achieve successful service interactions