CET Meeting Agenda
January 24th 2023
Lobby Conference Room and Zoom

Present: Mary, Jenni, Sonja, Chris, Alison, Bonnie, Teresa, Melissa, Kim

The Mission of the Customer Experience Team is to promote Service Excellence at Stoughton Hospital by: identifying and removing customer irritants, identifying opportunities for improvement in customer satisfaction, and establishing processes that will empower all employees to perform service recovery as a way of "Righting a Wrong" when a customer is not satisfied.

Agenda Item (Facilitator)	Discussion	Follow Up Action and Person Responsible
Inclusion	If you could be any animal, what animal would it be and why? Teresa- giraffe Alison- black panther Jenni – cheetah Sonja – dog Mary – dog Melissa – dolphin Chris – Sea Turtle Bonnie – cat	
Opportunities for Recognition	Sonja – recognize Guest Services, always upbeat and do great greeting, also willing to help out with odd jobs to assist Sonja and her team Staff making CHWC screenings happen – Jen, Jen, Andy, Marisa, Liz,	Mary will write card
Patient Concierge – Melissa will be joining us to talk through with the team	Volunteer vs. Paid - Paid due to the amount of responsibility the position entails - Volunteer makes consistency difficult - Volunteer has dwindled over COVID Integrate into Guest Services - Currently 3 staff out front during COVID, additional person added through infection prevention funds - Prior, 1 valet and 1 guest services liaison person (epic access) at the desk + a volunteer - Explore this position to take place of 1 volunteer person and have 3 people still Clarify how this differs from current Guest Services - More patient and visitor interaction with rounding not just at the front - Assist with setting patients up for lodging if patient is coming to us from out of town or family needs somewhere to stay Hours a week?	Next steps- firm up job description and SBAR, bring conversation to A/C and get feedback – Mary to do

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	• Fridays are lightest day • Wednesdays are the busiest day • Typically traffic tapers off by 3:30 or so • Possibly a Monday through Thursday position? Possibly resetting some COVID practices in the spring time, could be good timing to incorporate some of this role. As we open MOB, the needs for this will be even more apparent. Expect to see 40-50 ppl a day just in the new clinic area. Signage will be very important.	
Hallway Artwork	Looking for calm, colorful, serene Company that does elevator wrap Prefer the stand off mount style Do all 3 in smaller sizes 4 pictures to represent all 4 seasons Let's Vote: 1. Yahara River in Stoughton, WI 2. Yahara River Blues -	Mary will work on getting pricing ideas

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	3. Yahara River in Spring with Flowers	

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	4. Yahara Splendor- NO	
Future Items	Expansion planning signage, scripting, etc to ensure patients can find the right location and roll it out right from the beginning PG Inpatient LGBTQ+ advisory committee Follow the patient for a day: patient experience in real time. Create a test patient and have a diagnosis listed, but not real to follow through the process. RELATE training review/revisit bring back other ET projects/initiatives. (reassure-explain-listen-answer-take action-express appreciation	

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	Team Video: When to do it, tool to WOW the customer. Showcasing the different scenarios. Hair turn grey, passage of time. Give the patient perspective. 4 sections of video to align with sections off of service recovery: Delay, Communication, Finance and Service. Membership Needs (need to be sensitive due to staffing) Develop invitations to recruit staff: Needs: Registration EVS, MS, ED, GPU, Plant Ops, FNS, McFarland UC (Nikki MacCleod), GPU (Tammy Arndt), FNS	
Inpatient HCAHPS	Areas of Opportunity: Response of Hospital Staff - Reset patient expectation - **Name it—'no passing zone' , call light is everybody's responsibility** - Confirm ASCOM phones, are they used consistently? Do patients know how to use the call light? - Stagger who calls go out to first based on staffing Communication with Doctors - Bedside report Communication with Nurses - Narrated care - Bedside report	Conversation with Heather re: ideas listed Team focus on 'no passing zone'
Next meeting:	• 1/25/23	• Team focus on 'no passing zone' • Invite Chris and Melissa to discuss patient concierge • Positive Communication Standards refreshers – resource from Teresa, video?!??? •
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Was your call placed on hold?

- Asking caller to make sure it is okay to be placed on a hold

If you had a billing question, did you have a reasonable wait time?

- Can we check hold times to see the average length of hold?

11. My child has a fever and I am not sure how much Ibuprofen to give him (ER, triage, or front desk?)

- We do offer virtual visits and one of our triage staff can assist with answering this question. Our virtual visits are $50 and do not accept insurance.
- We can help get a hold of a nurse on call.
- We can suggest coming into the urgent care.

13. I would like to find out my lab results from the clinic.

- Checking to see if patient has mychart
- Finding out what clinic/provider the labs were done at and transfer to that clinic

14. Can I get my BP checked even if I have never been seen here before?
    - Yes, you can come to the urgent care and get it checked but you will have to register as a patient.

17. What are your requirements for prior authorizations?
    - Prior authorizations very per insurance plan, we recommend you call your insurance and check with them

27. Do you sell walkers or wheelchairs?
    - No, we do not. You can always double check with a local senior center, walgreens, Walmart.

33. How much does a particular procedure cost?
    - Name of procedure? Department? CPT codes?
        o Multiple transfer?

35. What are your visitor guidelines?
    - Screeners at the front door- up to date with guidelines
    - Depends on the department?