



**WTC PERFORMANCE GROUP**

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***Reducing the Gap Between Performance and Expectation Since 1991***

**Industry:** Healthcare

**Sector:** Hospital

**Situation:**

- Emergency Room patient satisfaction survey scores

**Client Request:**

- Design & deliver customer service training to emergency room staff to enhance service delivery to patients to achieve desired results from Press-Ganey Satisfaction Measurement survey

**WTC Performance Group Approach:**

- Assessed customer service delivery behaviors of employees to patients of all areas of the hospital including satellite facilities
- Assessed processes & other factors that impacted patient customer service with specific focus on Press-Ganey Satisfaction measurement parameters
- Interviewed physicians to gather input related to their perspective of customer service delivery hospital wide
- Recommended hospital wide customer service initiatives rather than emergency room only initiative

**Client Outcomes:**

- Increase in Press-Ganey hospital wide satisfaction scores
- Improved morale amongst staff
- Realignment of a number of staff members responsibilities