

SERVICE EXCELLENCE IN HEALTHCARE

Course Overview

The core business of healthcare organisations delivering just care services is of the past. The healthcare business is rapidly evolving towards meeting customers' demand for a seamless care experience. To achieve this, healthcare organisations are investing resources to review its processes so that staff and clinicians can deliver the right care, in the right place and at the right time. This helps healthcare organisations reduce costs and retain revenue, and also improving patient health outcomes and experience. "Caring to Go Beyond" is a service excellence training for healthcare service professional.

On completion of this workshop, participant will be equipped with the skillset, mindset and heartset to increase their customer service aptitude, listening and problem-solving skills, ability to deal effectively with health patients, manage stress, and increase patient satisfaction.

Level: Basic

Who Should Attend

All who are considering to enter the healthcare industry as well as current Healthcare Industry Junior Staff, Supervisory Staff, Executives.

Topics

- Frameworks to assist in formulating a patient-first mentality
- Practical approaches for delivering customer service excellence
- Wellness solutions to better manage stress and mental wellness

Schedule

Time	Agenda
09:00 – 10:30	<ul style="list-style-type: none">• Welcome, Ice Breaker & Learning Outcomes• Module 1: Developing a Patient-First Mentality in the Healthcare Sector Activity: LEAP & APPLE Formula
10:30 – 10:45	Break
10:45 – 12:00	<ul style="list-style-type: none">• Module 2: Compassionate and Empathic Listening Activity Activity: Active Listening and Questioning Techniques
12:00 – 13:00	Lunch
13:00 – 15:00	<ul style="list-style-type: none">• Module 3. Be Poise: Handling Difficult Situations and Customers Activity: Identify Personas and Matching Persona Scripts
15:00 – 15:15	Break
15:15 – 18:00	<ul style="list-style-type: none">• Module 4: Role Play & Feedback of Healthcare Customer Service Scenarios Module 5. Managing Stress and Personal Rest Deficit Assessment

Course Mode: Online Course Via Zoom

Assessment

N.A.

Fees & Funding

Full Fees (Inclusive of 7% GST):	S\$299.00
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Application Procedures

Please email to Mr Dionysius Soh, dionsoh@hmi.com.sg for registration & enquiries.