

McLaren Print System Order

Order No: 8500
 Order Date: 2015-01-26
 User: michelle frasik
 Phone: 989-894-3813

Ship Location: mclaren bay marketing - michelle frasik
 503 mulholland ave.
 bay city, mi 48708

Brochures
 Quantity: 100
 Paragon Dept No: 94505
 Dept Name: mclaren bay marketing
 Company Number: 210

Order Total Price: 50.00

Item Number: B-22
 Item Description: Recoverys Not Just for Post Op Table Tent
 Revision Date: 1/2015
 Print:
 Paper:
 Size:
 Fold:
 Finish:
 Drill:
 Misc Info: Finish size: 5.5 x 6.75 inches; table tent stock 12 x 18; DS; no bleed



Recovery's Not Just for Post Op
 A Guide to Service Recovery

Service Recovery Tools

In order to remedy customer and patient relation problems, the following tools can be used.

- **1. Service Recovery Care Kits** - Each unit/department has a Service Recovery Care Kit which includes all the tools required for service recovery. It includes policies and procedures, Service Recovery Note Cards, gray chart stickers, "We're Listening" forms, meal tickets, Caught in the Act certificates and other information.
- **2. Service Recovery Note Cards** - Can be used to apologize for a service failure. They can be used along with meal tickets, reimbursement of lost items or other gestures.
- **3. Lost Belongings** - Employees are authorized to reimburse a customer up to \$150 for lost belongings. Refer to Security policy #9 - Lost and Found.
- **4. Gray Chart Process** - If there is a service failure and a customer is dissatisfied, the nurse is authorized to initiate a gray chart. An orange "Reasons for Gray Chart" sticker (05-64890) will be placed in the inside cover of the chart. The nurse will document the reasons for the gray chart. The gray chart alerts staff that there was a service failure. This is an opportunity to turn a potentially negative situation into a positive one.
- **5. Meal Tickets** - If a customer or family member is inconvenienced or a procedure is delayed, employees may offer a meal ticket as a means of atonement. Meal tickets can also be used in other situations as needed.
- **6. Patient Experience Manager** - If the employee needs additional assistance, the Patient Experience Manager can be contacted at 894-3829.
- **7. Cab/Voucher** - For use with late discharges when the Courtesy Van and bus system are not available. Can be obtained from the supervisor/manager on duty.

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 BAY MISSION

8/2/2015