

**GUAM MEMORIAL HOSPITAL CONTINUING NURSING EDUCATION  
(CE) ANNOUNCEMENT**

**“GMHA 2018 Customer Service  
Training in the Healthcare Setting  
(REPEAT)**

By:  
**Maria Perez  
Renee Veksler**

**2pm – 3pm  
Monday, December 17, 2018  
GMHA Classroom 4<sup>th</sup> floor**

**EDUCATIONAL OBJECTIVES:** At the completion of this lecture, participants should be able to:

1. Recognize how caring actions and attitudes can have a positive impact on customer service in the healthcare setting
2. Implement effective communication techniques to enhance customer service
3. Identify how consistency with professional standards and teamwork approach will make the difference in our GMHA customer service
4. Demonstrate a personal commitment to changing actions and attitudes for improved customer service within our hospital organization

**INTENDED AUDIENCE:** Hospital employees

**ACCREDITATION & CE CREDIT:** The Guam Memorial Hospital Authority is accredited by the California Board of Registered Nursing to provide continuing education for nurses. The Guam Memorial Hospital Authority designates this educational activity for a maximum of one (1.0) contact hour.

**ADA Notice:** Individuals needing special accommodations please call our ADA Coordinator at (671) 647-2218. Two days advance notice is required.

The above CE conference is provided by the Guam Memorial Hospital Authority  
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