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

By:
Maria Perez
Renee Veksler

2pm – 3pm
Monday, December 17, 2018
GMHA Classroom 4th 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
Phone: (671) 647-2350; Fax: (671) 646-1114; Email: reveksler@gmail.com; Website:www.gmha.org

Prepared: 11/28/18