

Delta RHPI Project 2009

Customer Service Through
Leadership Development

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**Texas County
Memorial Hospital**

Customer Service Through Leadership Development

1. Assessing Departmental 'Passivity'
2. Restoring Departmental 'Passion'
3. Measuring Departmental 'Performance'



Customer Service Through Leadership Development

1. Assessing Departmental 'Passivity'

Good people, without direction and accountability, will develop:

- a. Unhealthy professional, clinical and relational habits
- b. Declining morale, effort and attitude
- c. Passive strategic thinking, problem solving and customer service



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2. Restoring Departmental 'Passion'

Hospital leadership benefits from regular and specific educational reminders of what it means to deliver an *Extraordinary Patient Experience*:

- a. Relational Dynamics and Excellence
- b. Leadership Development
 - 1) Purpose and Vision
 - 2) Goals
 - 3) Expectations
 - 4) Accountability



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3. Measuring Departmental 'Performance'

Create an accountability measurement tool that is flexible, adaptable and meaningful to the organization

Monthly Department Scorecard				
Department:	Sep-09	Oct-09	Nov-09	
Clinical/Professional				
Description	Goal			
Mandatory-External				
Optional-Internal				
Projects/Tasks				
TOTAL				
Financial				
TOTAL				
MONTHLY GRAND TOTALS				

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A hospital is only a building until you hear the slate hooves of dreams galloping upon its roof. You listen then and know that here is no mere pile of stone and precisely cut timber but an inner space full of pain and relief. Such a place invites mankind to heroism.

Dr. Richard Selzer

Healthcare Historian

Professor of Surgery, Yale University

Taking the World in for Repairs



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