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The Importance of Service Recovery in Delivering Top Patient Experience

Hi There,

Friendly reminder to register for our Feb. 7, 2024 webinar! (Tomorrow!)

"A good recovery can turn angry, frustrated customers into loyal ones. It can, in fact, create more goodwill than if things had gone smoothly in the first place."

- Christopher Hart, Harvard Business School

We're excited to invite you to this webinar with the team from Stamford Health:

- Shannon Patterson, Executive Director of Consumer and Patient Experience
- Athena Sehr, Manager of Patient Relations
- Anne Marie Castro, Phlebotomy Supervisor
- Nicole Barnes, Manager of Lab Specimen Processing and Outreach Services

about the central importance of service recovery in delivering top patient experience.

Webinar Details:

Date: February 7, 2024

Time: 12:00 PM ET - 1:00 PM ET

Speakers from Stamford Health:

- Shannon Patterson, Executive Director of Consumer and Patient Experience
- Athena Sehr, Manager of Patient Relations
- Anne Marie Castro, Phlebotomy Supervisor
- Nicole Barnes, Manager of Lab Specimen Processing and Outreach Services

Why Attend?

The discussion with the Stamford Health team will focus on:

- Why service recovery is important in delivering superior PX
- The upfront time investment of service recovery pays off in the long run
- Obtaining buy-in from the team to be patient-centric
- Overcoming PX challenges during busy periods
- Going beyond CAHPS: real-time feedback in different clinical settings

Q&A Session: Have your questions answered directly by the Stamford Health team during the interactive Q&A session.

Join us for this thought-provoking webinar - we look forward to your participation!

Best regards,
Quality Reviews

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