



Shannon Patterson
Executive Director, Consumer
and Patient Experience
Stamford Health



Edward Shin, MD
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The Importance of Service Recovery in Delivering Top Patient Experience

Hi There,

Note: the previous invite may have had the wrong registration. This has been corrected. Sorry for the confusion.

"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 Shannon Patterson, Executive Director of Consumer and Patient Experience at Stamford Health and her team 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

Speaker: Shannon Patterson, Executive Director, Consumer and Patient Experience, Stamford Health

Why Attend?

The discussion with Shannon and her 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 Shannon Patterson and her colleagues 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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