## **Service Recovery Repair**

Early intervention by front line employees when patient concerns are identified is very valuable.  Pro-active employees can perform “service recoveries” – satisfying previously dissatisfied consumers/patients and making them loyal consumers/patients.

Problems, when addressed early by front line employees, can work wonders to enhance the patient experience and ensure patient loyalty. Below is a list of suggested repair tools to empower employees within the organization to help them perform service recoveries on a daily basis. Think of these as preventative measures, and give them out ***before*** someone’s anger escalates, i.e. the second time someone has had to be rescheduled;if a patient leaves because he/she has been waiting so long; or if a patient had to leave the pharmacy because their prescription wasn’t ready.

**Service recovery tools:**

* Self-pay fees refund
* Bus vouchers
* Local Taxi fare
* Bottled water
* Food snacks
* Small gift card ($5) for coffee, a smoothie, or a sandwich
* Sincere apology from Provider
* “Be seen within 10 minutes of arrival” coupon for future use

Some additional recommendations about using service repair tools:

* If someone is angry (raised voice, pressured speech, very animated, etc.) this is **NOT**a good time to offer a REPAIR tool**.**Acknowledge, acknowledge, acknowledge the patient’s feelings and what they are saying (reflective listening); apologize; refer to supervisor or behavioral health consultant if necessary.  If/when the patient becomes less angry, then offer a REPAIR tool.
* Offer food and water often as possible when patients are elderly, or have children who are waiting for any length of time.
* Feel empowered to give the tools out.It’s important that patients know you are the person who can fix their problems; you are the person who can make decisions.

By allowing all employees to intervene early on the patient’s behalf, mistakes made by the organization can be corrected. All employees have the ability use their judgment to offer any of these incentives to unhappy patients if they feel it will satisfy and deescalate the situation, and increase patient satisfaction.