

SERVICE EXCELLENCE PROGRAM CHECKLIST

SERVICE EXCELLENCE PLAN

- A written Service Excellence Plan is in place that includes:
 - Service Excellence definitions
 - Leadership responsibility and oversight
 - Team member responsibilities
 - Job descriptions include service excellence accountabilities and responsibilities at all levels of the organization
 - Leadership/management rounding expectations (e.g., environment, resident and family connection, and staff engagement)
 - Leaders and managers are trained in providing service excellence feedback and coaching with team members
 - Service excellence skills are included in employee feedback conversations
 - Service satisfaction
 - Resident Counsel
 - Family Counsel
 - Quality Measures
 - Resident Satisfaction Surveys
 - Family Satisfaction Surveys
 - Staff Satisfaction Surveys
 - Complaint and Grievance Management Policies and Procedures
 - Expectation Management
 - Documented conversations occur preadmission, on admission, during quarterly care conferences and change in condition
 - Family Connection Calls
 - Expectations and frequency

SERVICE EXCELLENCE TRAINING

- Written service excellence training materials are developed for all staff, managers, and leaders
- Training is provided on hire and at least annually

SERVICE STANDARDS

- Service Standards are Defined
 - Professionalism
 - Greetings and Connections
 - Communication
 - Culture and Teamwork
 - Resident Care
 - Quality of Care

Notes:

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