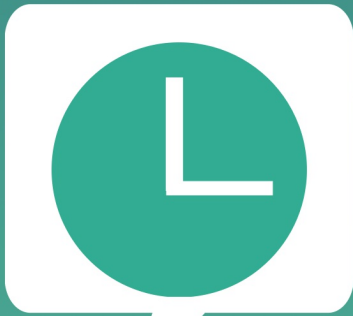


MOVING TO PATIENT-CENTERED CARE

Talent. Performance. Impact.

Some statistics from Leading Reach and Blue Wolf emphasize the importance of bringing your patient customer service to a new level of excellence.

3 Keys to Excellence: Efficiency, Experience and Employee Engagement



40% of patients would switch providers for shorter wait times



72% of consumers rank Provider Reputation and Consumer Experience as the top criteria for choosing a provider



there is a strong, positive correlation between employee engagement and patient perception of quality of care

Information about the Quality of Your Service WILL Go Viral!

90% of consumers trust medical referrals shared in social media



40% use social media to find reviews of physicians and facilities



25% post about their health experiences on social media



Corporate Training Group



FOR INFORMATION:

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