

Clinic 9: LEARN to Resolve Complaints

Please complete this Prework and bring it to Clinic 9. You may wish to review this Prework with your current VOICE Learning Partner, or a new one.

Individual activity: Below, check *the* single most important reason to prevent and resolve complaints. Check only one item.

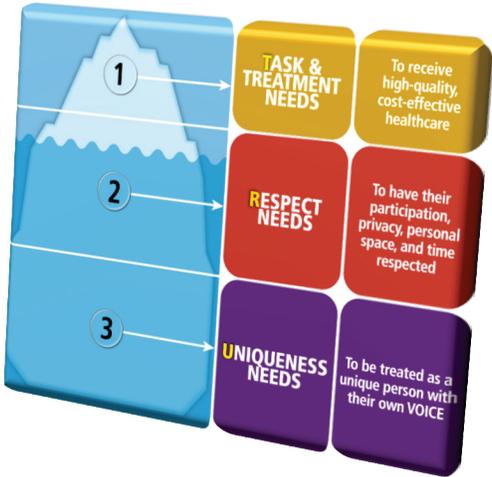
Dissatisfied patients and family members:

- 1. Lower our patient satisfaction survey scores
- 2. Demand a disproportionate share of our clinical and non-clinical resources
- 3. Are less likely to follow our medical advice
- 4. Resist paying outstanding balances
- 5. Leave us and go elsewhere for their care
- 6. Say negative things about us in the community and across the Internet
- 7. Initiate malpractice suits
- 8. Other:

Two primary causes of dissatisfaction and complaints

1. Failure to meet Task & Treatment Needs
2. Failure to meet Respect Needs

Even if we met their Task & Treatment Needs, they will be dissatisfied if they felt disrespected.



Apologizing is half the solution

Whatever the cause of a complaint, most solutions include an apology — even if there is no fault.

Apologies reduce lawsuits and legal costs by 40% to 80% for major healthcare providers.

Preventing and fixing is the other half

Apologizing is only the start. We need to uncover, resolve, and work together to prevent complaints and quality problems.

Strategies to prevent and resolve complaints

During Clinic 9, you'll look at specific actions to implement strategies to prevent and fix service complaints including:

1. Uncover complaints and unmet needs
2. Accept responsibility to resolve them
3. Solve them quickly above expectations
4. Give GEMs® to make amends
5. Follow up with the solution, the person, and the actions to prevent future complaints

The Bottom Line

Apologize and do what it takes to fix the complaint and delight the person ASAP!

The LEARN steps to resolve complaints

To help implement the strategies, you'll apply and practice all Five Master Skills to resolve complaints from patients and co-workers:

Listen to and Clarify the situation

What appears to be the problem?

Empathize with person's emotions and situation

I understand how upsetting it is when...

Apologize for the situation

I'm sorry for the inconvenience.

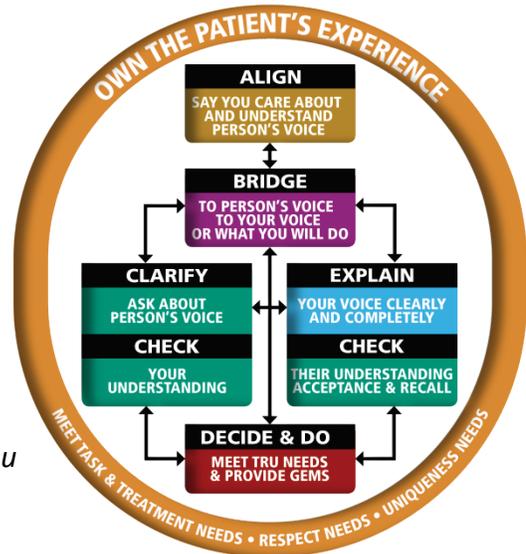
Resolve with I-Can Responses and Check acceptance

I can speak to the person responsible and get back to you in five minutes. Is that okay?

Next steps to fix the situation and make amends

The technician will be here within 15 minutes. I've arranged for a replacement for you. Will that work for you? Thank you. To make up for your troubles, I will talk to the lab so you won't have to wait. Again, I apologize for your inconvenience. Thank you for bringing this to our attention. While I'm here, how else may I help you?

The Five Master Skills



Prewrite activity: Below, write a challenging patient or co-worker complaint you might resolve

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Clinic 9 may be your most challenging Clinic yet. Remember VOICE's No-Late Policy and to bring your Participant Kit, Cue Cards, and this Prewrite. This Clinic may go up to 1 ¼ hours.