

ACHE Central Illinois Chapter

Central Illinois ACHE

An Independent Chapter of



American College of
Healthcare Executives
for leaders who care®

Upcoming Program

Earn 1.5 Qualified Education Credits

Presentation

Speakers

Date / Location

Agenda

Description

Reinventing Customer Service in Healthcare: Lessons Learned from the Best

Britta Emenecker, *Guest Relations Specialist at SwedishAmerican Health System*
Sharon Whelan, *Director Patient Advocacy & Holistic Health Services at SwedishAmerican Health System*
Shawn Arneson, *Director of Guest Services at University of Wisconsin Health System*
Anne Grill, *Patient Experience Advisor at Press Ganey Associates, Inc.*

Tuesday, September 15, 2015
Swedish American Hospital in Rockford, Illinois

5:30PM-6:30PM Reception and Networking
6:30PM-8:00PM Education Program

Consumer-driven services in business and the need for efficiency are accelerating changes in the way organizations operate and compete. Many consumers today are taking greater control of their purchasing power and healthcare decisions and are demanding excellence in service. The challenge is how to give them the best service in a meaningful and economic way.

Organizational survival relies on healthcare leaders with the vision, determination and courage to test various methods of enhancing the patient experience. Patient expectations are being set by other industries; for example, the airline industry, in which Southwest Airlines is the only airline that has turned in profitable years for 33 consecutive years, consistently achieved the best on-time performance, received the fewest customer complaints and fewest mishandled bags and is consistently cited for the best customer service, the smartest management and as the most fun place to work. Can the principles from a culture like Southwest Airlines help healthcare win the hearts and minds of their employees?

Please join the Central Illinois American College of Healthcare Executives and Britta Emenecker, Sharon Whelan, Shawn Arneson, and Anne Grill for this 90-minute face-to-face panel discussion including Q&A on the *Reinventing Customer Service in Healthcare: Lessons Learned from the Best*.

With this panel discussion, you will gain insight into:

- What do consumers / patients want from healthcare organizations?
- Methods to meet patient and provider needs in a better, faster, and cheaper way
- How healthcare organizations can excel in safety, satisfaction, and retention outcomes?
- Best practices in healthcare and other industries around patient / customer care?
- New technologies which aid in increasing patient satisfaction

For More Information Contact:

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**To register, please access the
following link:**

<https://www.eventbrite.com/e/reinventing-customer-service-in-healthcare-lessons-learned-from-the-best-tickets-17973381869>

As an independent chartered Chapter of the American College of Healthcare Executives Central Illinois Chapter of ACHE is authorized to award 1.5 hour of Qualified continuing education credit toward advancement or recertification in the American College of Healthcare Executives.

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