



**Background**  
*The staff at Clinton Service Unit is taking on the challenge of obtaining.....*

**Customer Service Excellence.**

*Five Star Customer Service starts with YOU!*

*This survey will help us as a Service Unit to improve customer service and patient care utilizing these five elements:*

**Performing**- *Looking at ways to learn about and improve on the services we provide.*

**Rounding**- *Improving communication with patients by building relationships and learning what our patients want and need.*

**Expecting**- *Establishing goals and meeting expectations of our patients.*

**Scripting**- *Making sure that we are sending the same message to our patients and delivering consistent information.*

**Indian Health Service**

**IHS Directors  
Service Excellence Priorities**

*To renew and strengthen our partnership with tribes*

*To reform the IHS*

*To improve the quality of and access to care*

*To make all our work accountable, transparent, fair, and inclusive*



**Clinton Service Unit  
Clinton/EI Reno/Watonga**

10321 N 2274 Rd.  
Rt1, Box 3060  
Clinton, OK 73601  
Phone: 580-323-2884  
Fax: 580-323-2579



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### PERFORMING

My Supervisor regularly communicates expectations of my job performance.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

I am provided with opportunities for professional development.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

My supervisor provides updated department/Service Unit Information.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

Other departments deliver service needed to perform my job.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

### ROUNDING

I am able to talk to my supervisor regarding issues or concerns.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

My ideas/suggestions are taken seriously by my supervisor.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

I have the full attention of my supervisor when I am speaking.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

### EXPECTING

The patients of the Clinton Service Unit receive quality health care from the staff.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**

### SCRIPTING

There is a feeling of teamwork and cooperation in the Clinton Service Unit.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

If I make a mistake, I am encouraged to learn from it.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

I understand how my work contributes to the overall success of the organization.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

My supervisor greets me when I see him or her.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

I know how to greet customers or clients on the phone or in person.

**Strongly Agree**    **Agree**    **Neutral**    **Disagree**  
**Strongly Disagree**

### STORYTELLING

Do you have a good story for internal customer service?

Do you have a bad story for internal customer service?

*Please return your completed survey to any one of the white comment card boxes throughout the facility.*

*Thank you for taking the time to complete this survey.*

May we contact you to further discuss your comments or your story?

Employee Name:

Contact number: