



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

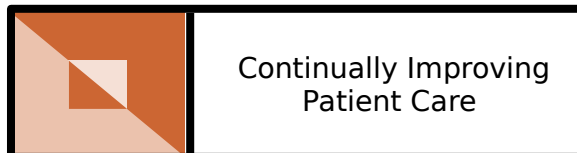
To improve the quality of and access to care

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



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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: