



Customer service complaints about courtesy drop to zero, after team studies a year's worth of complaint forms

WHAT THEY DO

- » Team members at the Fresno Medical Center regularly review customer satisfaction survey responses
- » Disability clerk now sits at the front desk to better serve members
- » Restaurant-style pagers allow members the freedom to move around the facility while they wait
- » A new sign directs members with disability questions to one window

Member Services survey



COURTESY COMPLAINTS



SATISFACTION RESULTS

