Think YES to Care Customer Service Model Overview

What is it?
A new customer service training for ICS staff.

Why is it needed?
Clients experience varied level of service depending on where they present and with whom they encounter. This model will allow us to standardize the service we provide to our clients and each other. By defining what customer service means, we create standards that are clear and measurable. Further, the model will strengthen efforts to provide high quality, patient centered and culturally relevant care, in alignment with the ICS Roadmap.

Who does it impact?
Clients, staff and community partners benefit from top notch customer service. Many of our tools have been developed to strengthen peer to peer relationships and to support staff in delivering excellent customer service.

When will it begin?
A pilot training is expected to happen in late October 2015 with the Health Centers Operations’ Patient Access Center. Feedback will be used to refine or modify training materials and process in preparation for training with managers and supervisors, and ultimately, all ICS staff.

How do I learn more about this project?
Please contact Aron Goffin or Brieshon D’Agostini with questions or for more information.
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