Customer Service Excellence Committee – Building Bridges and Mending Fences for a Better Working Environment

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Purpose: The PACU department has to find continuous ways to improve relationships with other staff and departments while also focusing on patient satisfaction.

Description: A committee was formed. The team was called Service Excellence team. The team decided that their customers were not only patients but staff, charge nurses and other departments they work with. The team developed a workplan of ideas and began to tackle them monthly. The team developed a charge nurse rounding process. The team also monitored PACU hold data and built criteria to recognize an inpatient department for assisting the PACU with taking off service patients or expediting discharges to accommodate PACU patients. The committee has surveyed staff, patients and families to gather information to better meet the needs of our customers including our co-workers.

Outcome: The charge nurse rounding in the ICUs has begun to develop relationships with charge nurses and has opened communication. Each month the team chooses the department to award. The award is balloons, a plant and candy to the staff in the other departments, as well as in our own department. Staff has conveyed their thanks and appreciation for being noticed for all of their hard work.