

## **SURGICAL RECEPTION CONCIERGE**

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**Purpose:** During surgical procedures, families of patients wait in the Surgical Reception area. Communication from the surgical team is relayed through reception staff to the families. Patient satisfaction scores were well below the 90% target, and formal complaints in regards to lack of communication were received on a monthly basis. The Surgical Reception department needed a proactive way to ensure that visitors were receiving the information they needed but also wanted someone with customer service experience in order to provide information in a professional yet friendly manner.

**Implementation:** Three experienced concierges were hired into the Surgical Reception department. Their primary job responsibilities include rounding on all patients/visitors within the department at a minimum of once an hour, seeking out updates from the operating room on the status of the patient if they have not yet been received, and assisting with any other needs such as lodging arrangements or social work related needs. The concierges also participate in meetings with Concierge Services in the organization to keep current on events within the hospital or the community as well as familiarization with resources available to patients and their families.

**Evaluation:** Since the implementation of concierges within Surgical Reception, patient satisfaction scores have trended upwards and there have been no formal complaints filed related to lack of communication during the surgery. Surveys within the department show “excellent” scores and continue to offer positive feedback regarding their experience.