

# Customer Service: The Art of Caring

CHAMPS Live and Archived Webcast

Live Broadcast on July 22, 2009

Presented by Lisa Mouscher



## Event Evaluation and CME Form

Please complete the following evaluation questions so we can review our goals, objectives, and topics for future events. If you complete the Evaluation Questions and provide your contact information, you will receive a **Certificate of Participation** for this event within six weeks.

Participants interested in receiving Continuing Medical Education (CME) credit must also complete the CME questions following the evaluation questions (page 4). If you complete the Evaluation and CME questions and provide your contact information, you will receive a **Continuing Medical Education Certificate** for 1.5 credit hours within six weeks.

***Fax your completed form to Andrea Martin at CHAMPS, (303) 861-5315. Questions? Call (303) 861-5165 x285.***

**1) Please provide your contact information. This information is required if you would like to receive a Certificate of Participation for this event.**

Name, credentials: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address/City/State/ZIP: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**2) I am applying for Continuing Medical Education (CME) credit.**

\_\_\_\_\_ Yes

\_\_\_\_\_ No

**3) Please rate your overall satisfaction with this webcast on a scale of 1-10 (1 being the worst possible rating and 10 being the best possible rating):**

(Worst Possible Rating)

(Best Possible Rating)

1    2    3    4    5    6    7    8    9    10

**4) I feel this presentation addressed Educational Objective #1: *Understanding the critical nature of customer service in health care***

\_\_\_\_\_ Strongly Agree

\_\_\_\_\_ Agree

\_\_\_\_\_ Neither Agree nor Disagree

\_\_\_\_\_ Disagree

\_\_\_\_\_ Strongly Disagree

**5) I feel this presentation addressed Educational Objective #2:** *Be able to handle challenging situations with confidence, competence, and caring*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**6) I feel this presentation addressed Educational Objective #3:** *Be able to make the most of each interaction, understanding that the small things make a big difference*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**7) I feel this presentation addressed Educational Objective #4:** *Have the ability to communicate through listening, hearing the spoken and unspoken messages*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**8) I feel this presentation addressed Educational Objective #5:** *Know and be able to utilize stress management techniques, understanding that taking care of the self allows you to take care of others*

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**9) The speaker was knowledgeable on the topic:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**10) The speaker was interesting to listen to:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**11) The speaker fostered active participation in learning:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**12) The content was presented in a balanced manner:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**13) Rate your experience registering for, logging on to, and participating in this webcast:**

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

**14) The educational materials (handouts, learning activities, etc.) promoted my understanding of the material:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**15) This webcast gave me practical tools I can use while working:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**16) How likely are you to attend another CHAMPS distance learning event (teleconference or webcast)?**

- Very Likely
- Likely
- Somewhat Likely
- Not Very Likely
- Not at All Likely

**17) Briefly describe the best aspects of this webcast:**

**18) Please describe how this webcast could be improved:**

**19) List other training topics that would meet the needs of your job:**

**20) Other Comments:**

***Thank you for your responses. If you are not applying for CME credit, please fax these responses to Andrea Martin at CHAMPS, (303) 861-5315. Otherwise, continue to the CME Credit questions below.***

**CONTINUING MEDICAL EDUCATION (CME) CREDIT QUESTIONS**

You must attend the entire webcast and complete the following post-test in order to qualify for CME credit. Failure to complete all CME questions will result in no CME credit awarded.

**21) As a health center employee, who are your “customers”?**

**22) If you only hear the words people are saying, you’re getting only part of the message.**

- True  
 False

**23) The number of positive service experiences it takes to overcome one negative service experience is:**

- 3  
 5  
 8  
 12  
 20

**24) Which of the following phrases will help de-escalate a difficult situation? (Choose all that apply.)**

- That must be very upsetting.  
 You’re wrong about that.  
 You have to follow the doctor’s orders.  
 I understand how frustrating this must be.  
 Let me see what I can do.

**25) Choose the correct answer:**

- Customer Service involves your head  
 Customer Service involves your heart  
 Customer Service involves your ears  
 All of the above

***Thank you for applying for Continuing Medical Education Credit. Please fax your responses to Andrea Martin at CHAMPS, (303) 861-5315.***