

**Community Health Association of Mountain/Plains States (CHAMPS)
Invites You to Attend a Series of Distance Learning Events**



Customer Service for Community Health Centers

Presented by Lisa Mouscher, Organizational Learning Facilitator
Integrated Work Strategies (IWS)

SESSION 1 – TELECONFERENCE FOR HR STAFF AND OTHER MANAGERS

Wednesday, June 10, 2009 12:00 PM – 1:00 PM MT

THE CULTURE OF CUSTOMER SERVICE

- ★ The Critical Nature of Customer Service in Health Care
- ★ Defining a “Culture of Customer Service”
- ★ Customer Service Best Practices for Managers: Hiring, Training, and Walking the Talk
- ★ Standards, Policies, and Procedures: Guidelines and Guideposts
- ★ The Role of Accountability: the Key to Success
- ★ (Includes time to solicit input from participants regarding issues of particular concern to address in the July webcast, see below)

Registration: This event will take place over the phone, and advance registration is required. Please contact Nadine Carr at nadine@championline.org or (303) 861-5165 x221 by **June 9**.

Continuing Medical Education (CME) Credit: CME is not available for this teleconference.

SESSION 2 – WEBCAST FOR ALL STAFF AND BOARD MEMBERS

Wednesday, July 22, 2009 11:30 AM – 1:00 PM MT

CUSTOMER SERVICE: THE ART OF CARING

- ★ The Critical Nature of Customer Service in Health Care
- ★ Handling Challenging Situations with Confidence, Competence, and Caring
- ★ Making the Most of Each Interaction: the Small Things Make a Big Difference
- ★ Communication through Listening: Hearing the Spoken and Unspoken Messages
- ★ Stress Management Techniques: Taking Care of Yourself So You Can Take Care of Others

Registration: This event will take place online, and advance registration is required. Visit <https://compX08.eventcenterlive.com/cfm/ec/register/reg.cfm?BID=1&RegID=E8B6A8DC> to register online OR visit http://www.CHAMPSonline.org/Events/Distance_Learning.asp to link directly to this registration page. Please register online by **June 21**, and once for each computer being used (multiple participants are encouraged to share computers).

Continuing Medical Education (CME) Credit: This webcast will be offered for 1.5 hours of CME credit. Determination of credit is pending.

Cost: Attendance is **free** for participants from CHAMPS Organizational Members, including CME credit. To determine if your organization is a current member, please visit http://www.CHAMPSonline.org/About/CHAMPS/Org_Members.asp.

The following non-member participant fees will be billed after each event:

- ★ Teleconference: **\$50/phone line**
- ★ Webcast: **\$75/webcast link** and **\$15/person** for CME credit

*These events support strong program management at Community, Migrant, and Homeless Health Centers (CHCs) in Region VIII. **Events address HRSA Health Center Program Requirements: Services – Required and Additional Services, Staffing Requirement Management and Finance – Key Management Staff***