

Service Recovery in Health Care

Why it Matters



This project is supported by the Health Resources and Service Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U5ERH39345 as part of a financial assistance award totaling \$800,000 (0% financed with nongovernmental sources). The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA/HHS, or the U.S. Government.



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Health Care Value Equation

$$\text{Value} = \frac{\text{Quality} + \text{Experience}}{\text{Cost}}$$



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Goal: Provide Excellent Care

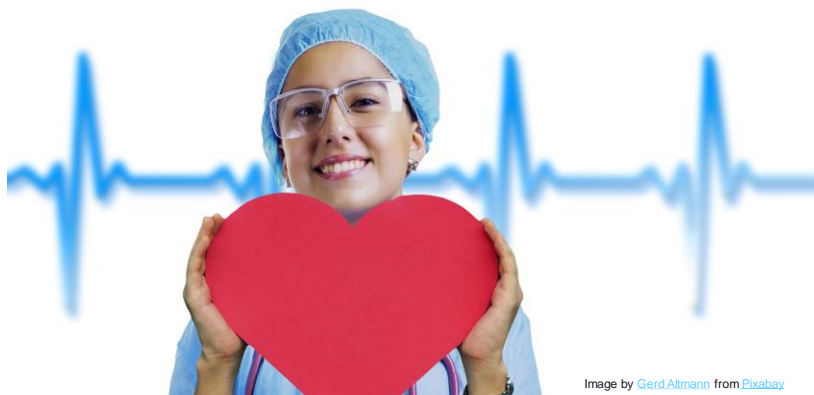


Image by Gerd Altmann from Pixabay

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2

Whole-Person Wellness



3



3

Service Recovery is...



The process used to 'recover' dissatisfied patients by identifying and fixing the problem or making amends for the failure in customer or clinical services. - AHRQ



Image by [Monstera](#) from [Pexels](#)

Sources of Service Failure



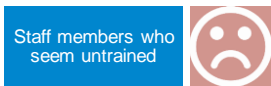
Unanticipated outcomes of the visit



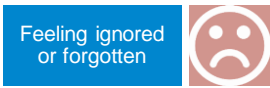
Waiting longer than expected or communicated



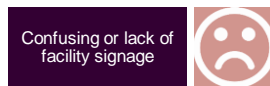
Cramped or non-family friendly environment



Staff members who seem untrained



Feeling ignored or forgotten



Confusing or lack of facility signage



Staff members who seem disrespectful or rude



Lack of privacy



Confusing or duplicative processes and paperwork

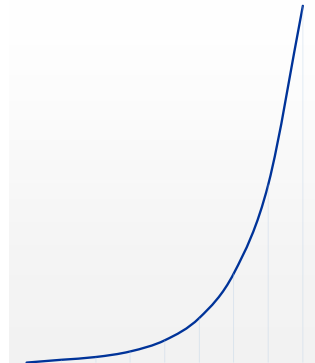


Noisy or unkempt environment



Degrees of Service Failure

- F - Service Failure
 - When a person perceives their expectations are not met
- F² - Second Degree Failure
 - When there is no acknowledgement or apology
- F³ - Third Degree Failure
 - When there is no corrective action taken

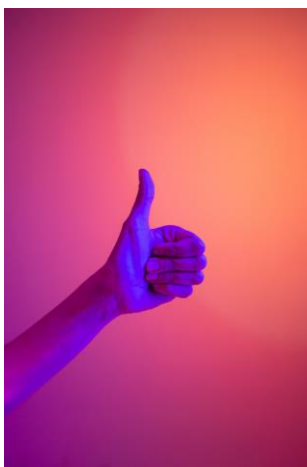


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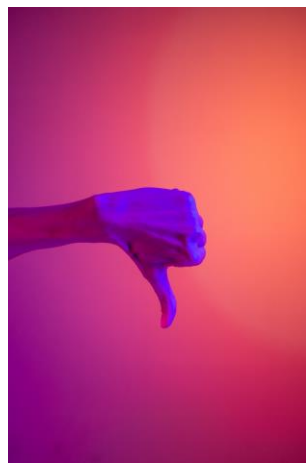
StratisHealth

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Service Recovery Matters



OR



Images by cottonbro from Pexels



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“Although we cannot control the direction of the winds, we can adjust our sails”



Image by Johannes Plenio from Pixels



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Summary

- Service recovery matters in the health care setting
- Service recovery is the responsibility of all staff
- Service recovery needs to be practiced and embedded in everyday practice



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Resources and References

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Developed by Stratis Health, in partnership with the National Rural Health Resource Center

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