

Written - displaying leadership

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Running Head: Service in Healthcare- A Case Study of County Hospital. With consumers getting more information, empowerment, choices and control of their healthcare, satisfaction will increasingly influence service (Rabert, 2012). As an experienced and reputed employee in the Billing Department, Paul should have known this very well. Surprisingly Paul takes advantage of his knowledge and even refers to himself with terms such as, “ watch the master at work.” This is clear manifest of workplace incivility and it not only influences new employees negatively but also impacts customer service adversely. In my opinion he shouldn't have been allowed to get away with this behaviour for so long.

Because the behaviour was left to go too far, Paul found it normal to be loud with customers and even bully them into agreement. He went on to boast that he could win with any customer until the day he yelled at the mother to the head of Paediatrics. Consumers of healthcare include employer groups, patients, and agencies of government, family members and third party payers. Today's consumer is sufficiently informed and empowered hence Paul's behaviour couldn't go far. Being left to continue would mean even new employees learns the same and clients continue suffering. The ultimate impact is a negative publicity of the hospital as one that does not have customer service standards.

As a leader it is my responsibility to model good customer service not only in Paul but also the new employees. I would do so by making sure everyone understands the importance of organisational values; empower them with skills to offer quality customer service and emphasis on education and training. I will also stress the importance of accountability and transparency as well as adherence to set standards and procedures. Another important <https://assignbuster.com/written-displaying-leadership/>

element of customer service is communication, feedback and measurement of compliance (Rabert, 2012). The goal is for every employee to understand the value of customer satisfaction.

References

1. Anne S. Rabert. (2012). Making the Transformation to a Customer-Service Orientation. *American Nurse Today*, 7(1). Available at: <http://www.americannursetoday.com/making-the-transformation-to-a-customer-service-orientation/>