

Complaint / Compliment Management

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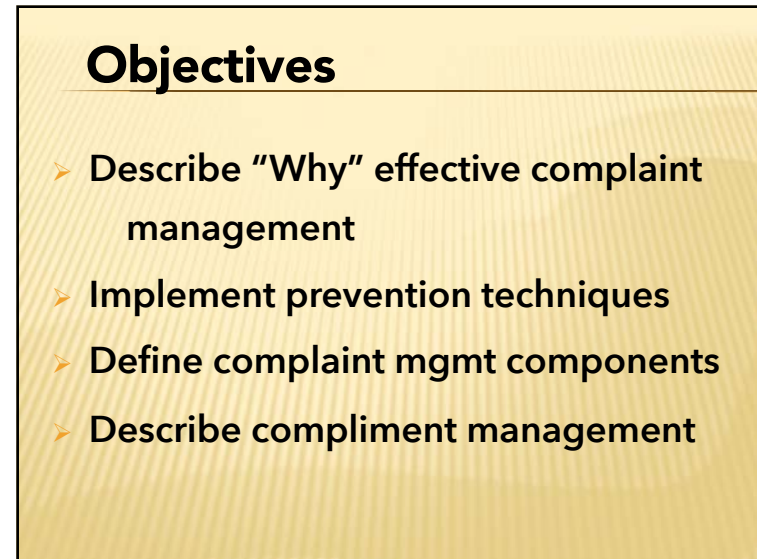
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People complain because...

- Perceived injury
- Perceived mistreatment
- Expectations went unmet
- When and why do you?
 - Return from Whistler-Blackcomb

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Do you ever think...

I'd really like to get
that jerk fired, but...
you do nothing.

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**When you get "bad" service, what % of the
time do you complain**



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Particular susceptibility of hospital based providers:

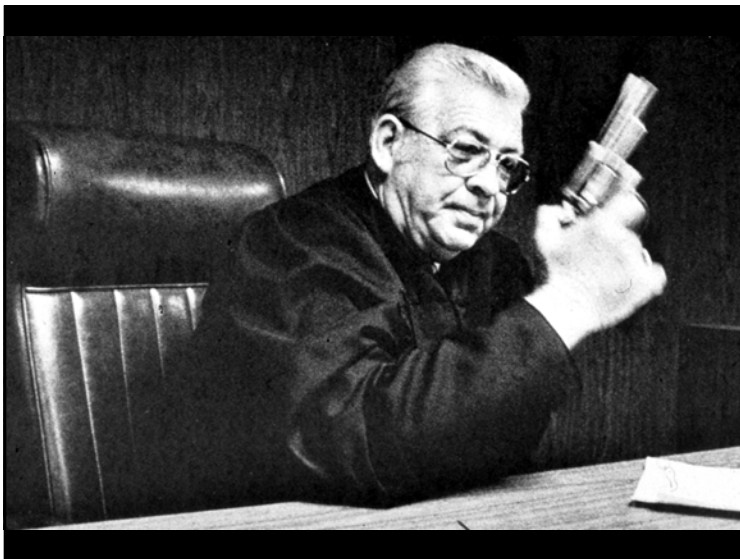
- Brief relationships
- Multiple transitions
- Hurried and inattentive
- Ineffective (body) language
- ...

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SO WHY DO YOU CARE? Reasons For Concern

- Census Impact
- Regulatory
- Medico-legal

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“If you think your only responsibility is to practice high quality medicine, I’ll have your contract in a minute.”

Karl Mangold

16

Our administrators run a business and must be responsive

To whom does your administrator pay attention?

17

What does your administrator want from you?

- Problem solvers with evidence of success well documented
- Satisfied customers

What they don't want is...

18



19

What does the staff want from you?

It's more than the patient who must be satisfied, because if you don't solve it then you become the problem.

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The Ultimate Goal: Patient Satisfaction

Webster defines a customer:

“A person who purchases a
commodity or service.”

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What is good customer service

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Interpreting the classic responses

- 1) “Yeah, well I did everything right. Just look at the chart!”
- 2) “Let me explain to you how it works around here.”
- 3) “Our pamphlet explains our waits.”

25

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30

Interpreting the classic responses

- 1) “Yeah, well I’m not paid to be a pillow fluffer. I really don’t care!”
- 2) “Let me explain how it’s not going to work for you around here.”
- 3) “Yes, we’ve actually hard-wired our mediocrity.”

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Satisfaction Defined

Pre-purchase
expectations
are met or surpassed...

32

Which means

In order to create satisfaction,
we may have to first lower
expectations

33

SATISFACTION requires
meeting, and perhaps
lowering expectations



Creating DISSATISFACTION
by **RAISING** expectations



34

How we raise expectations

We lie!



- She'll be in in a minute
- I'll be right back

35

Prevention Techniques

- As a leader, there are many techniques that you can teach your providers. The following are a few...

36

Prevention Techniques

- Realistic Timeframes – aiDet
 - Describe the process in advance
 - Lower expectations
 - Exaggerate
 - Surpass lowered expectations

37

JUST SAY...

YES

Acknowledge and Validate

38

Prevention Techniques

- Realistic Timeframes
- The Theory of “Yes”
- Key Phrases

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Scripting – Good or Bad



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Prevention Techniques

- Key Phrases
 - Scripting – Resistance
 - We all teach our children
 - Re-framing to enhance their and our experience

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Create your own Key Phrase

The best phrases are personal and contain:

- “I” or “me”
- “you” or “your”
- “important” or “care about”
- Reference to the critical question

When you walk in the patient’s room, do you close the curtain / door? Why?

42

Create your own Key Phrase

The best phrases are personal and contain:

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- “important” or “care about”
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Privacy...and they know that right?

“I’m closing the curtain because I care about your privacy.”

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Create your own Key Phrase

“You’re waiting for the CT Scan”

A perfect opportunity to re-frame

PG: Listen, Courteous, Comfort &...

Would you be willing to spend

“15 seconds to get 5s”

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Prevention Techniques

- Realistic Timeframes
- The Theory of “Yes”
- Key Phrases
- Letting them know you know
 - Sign up for several patients and work backwards
 - Exaggerate time and begin treatment

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Prevention Techniques

- Realistic Timeframes
- The Theory of “Yes”
- Key Phrases
- Letting them know you know
- The “Closing Question,” they may
 - Tell you why they came
 - Share an unmentioned issue

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Prevention Techniques

- Realistic Timeframes
- The Theory of “Yes”
- Key Phrases
- Letting them know you know
- The “Closing Question”
- The “Unnecessary Test” Do you?

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**The most common unnecessary
test/treatment I order is...**

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The Unnecessary Test

- Bob Hockberger's advice:
"We're here to treat people's needs, physical and psychological."
- Marshall Segal's adage:
"When things go wrong, nobody ever thanks you for having saved them money."

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Manage problems when they occur
Cold leg - Controlling the fire before it rages



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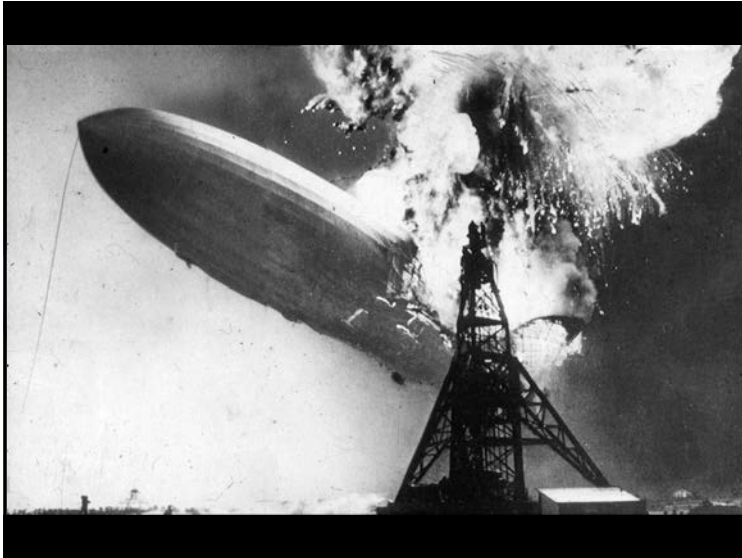


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The Approach

- Which complaints are real?

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The Approach

- Which complaints are real?
- Who handles the complaint?
- What is the message

55

Who? What?

- **Sympathetic and concerned.**
- **The imprimatur of leadership: "I can fix this."**

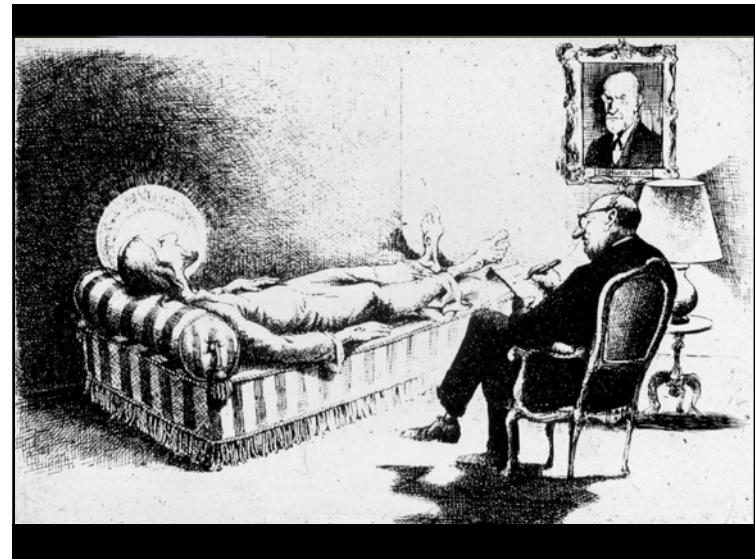
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An asset? Your choice

- Ignore and perpetuate
- They care enough to complain and allow you to fix the problem
- Script the interaction
 - “This comes at an opportune time...”

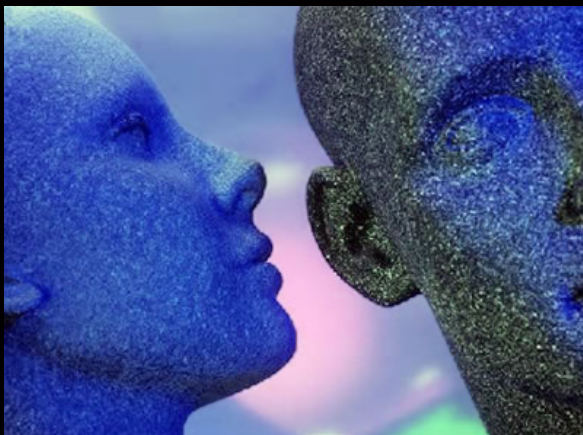


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Effective listening means:
Hearing it from their perspective



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What do complainers want?

- _____
- _____
- _____
- _____
- _____

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Your department's complaints

Where do your complaints go?

- Patient liaison
- Departmental secretary
- You
- Hospital complaint manager

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The System Components

- Log for tracking (p. 1,158) determine
 - Current status
 - Individual numbers and total
 - Types
 - Outcomes
- Situation assessment form (p. 1,155)

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Situation Assessment Form

- Sources – multiple
- Issue(s) – simple, objective
- Investigation – inclusive
- Resolution – real answers

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ABC Hospital Emergency Department
Performance improvement program
Situation Assessment

Patient _____ ID# _____ LOG# _____

| | | |
|--------------------------|--------------------------|-----------------------------|
| Date of Service _____ | Type of Complaint | _____ |
| Date of Complaint _____ | _____ Attitude | _____ Cost of Care |
| Date of Receipt _____ | _____ Documentation | _____ Follow-Up Instruction |
| Date of Resolution _____ | _____ Length of Stay | _____ Other (Specify) |
| | _____ Quality of Care | _____ |

| | | |
|-------------------------------|-------|-------|
| Initiated by: | NAME | DATE |
| _____ Chart Review | _____ | _____ |
| _____ Hospital Administration | _____ | _____ |
| _____ Nurse | _____ | _____ |
| _____ Patient | _____ | _____ |
| _____ Physician | _____ | _____ |
| _____ Billing Rep | _____ | _____ |
| _____ Other | _____ | _____ |

Sources of Information: _____

Issue: _____

Investigation: _____

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Investigation: _____

Assessment: _____

| | | |
|-------------------------------|-------|-------|
| Discussed with: | NAME | DATE |
| _____ Emergency Nurse | _____ | _____ |
| _____ Emergency Physician | _____ | _____ |
| _____ Patient (Family) | _____ | _____ |
| _____ Private Physician | _____ | _____ |
| _____ Hospital Representative | _____ | _____ |
| _____ Billing Representative | _____ | _____ |

Rating: Standard of Care Met ___ Yes ___ +/- ___ No

Adverse Patient Outcome ___0 ___1 ___2 ___3 ___4 ___5

| | | |
|------------------|-----------|-------|
| Investigated By: | Signature | Date: |
| _____ | _____ | _____ |

Practitioner: _____

Figure 1 – Situation Assessment Form

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RESOLUTION

“Look for natural consequences.”

Ed Bliss

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The PI Process

- Conclusion
 - Standard of Care – met / unmet
 - Adverse Patient Outcome (0 – 5)
- Signature
- Confidentiality
- Filing System

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Communication & Reporting

The Critical Final Step

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The Compliment Management System

- Celebrating success
- Balancing the process
- Telling “the rest of the story”



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The Compliment Management System



- Give and take
credit for the good work that you do
- Examples – T.C. and N.A.

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Dear Dr. _____

We know that you were instrumental in saving our son Jim's life. We can't even begin to imagine our lives without him and are so grateful that he is healing. You are a very special person and we would like to commend you and your staff for excellence in every area. We have a long road but are progressing. You will never ever be forgotten, and we will remember you in our prayers always. Thank God you were there.
God Bless You, Our Love
The _____'s

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Dear Dr.

I've never met you, but I feel a great deal of gratitude for the kind of person you are. Nearly 2 weeks ago, my dear father-in-law, N.A. was admitted to the ____ ER following a massive stroke. You admitted him in the morning and pronounced him dead in the evening. In the meantime, according to our family who were present with him, you were a clear strong honest compassionate presence.

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N. was a bright light for those of us in his world. He was a deep thinker, a professor of E Asian Religion, a lover of poetry and music and beauty. We thank you for your help in allowing his safe and peaceful passage from this world.

With Gratitude

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My family and I are so grateful for the kind and professional treatment you gave my father _____, who was admitted to the ED November 18th. The entire team was lovely, but you, in particular, made our experience at _____ unforgettable.

Clearly, your familiarity with dementia patient informed your approach to Dad, and to us. You let him know every small thing you were going to do before you did it...from closing the door, washing your hands, and every other aspect of your assessment.

Thank you many times over for your compassion to us and your unrushed attention. As I mentioned that day, my daughter is an ED nurse at _____, and she deeply values physicians like you. They are in short supply.

Again, our very best to you and your team... With thanks.

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-----Do you see the benefit of, and could you easily implement, a compliment management system?

Absolutely

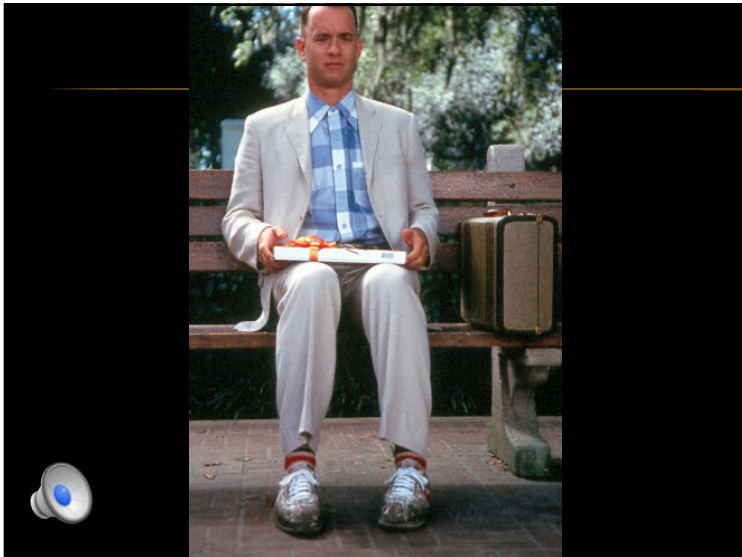
Probably

+ / -

Not really

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Conference Take Homes

- Practice seeing it from their point of view
- Affirm their P.O.V w/o giving in
- Implement a Compliment Program
- Develop/Use Templates
- Adopt/Adapt Key Phrases



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