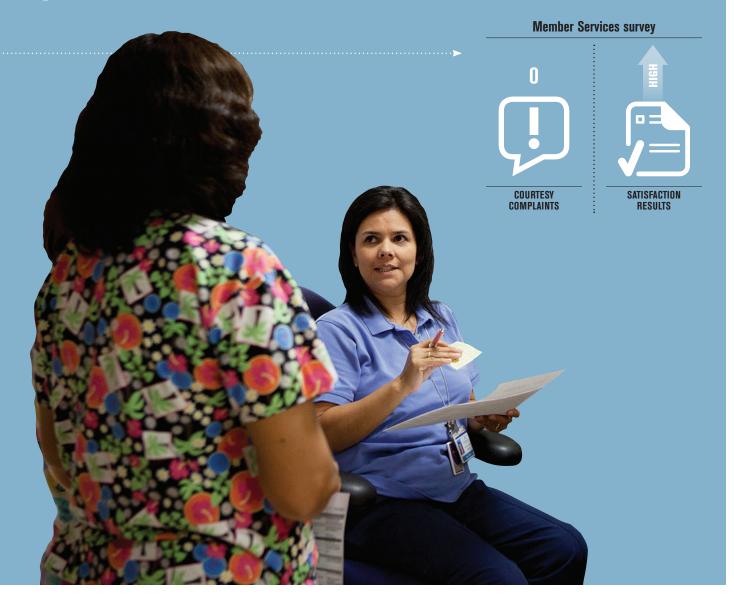
Customer service complaints about courtesy drop to zero, after team studies a year's worth of complaint forms

WHAT THEY DO

- Team members at the Fresno Medical Center regularly review customer satisfaction survey responses
- Disability clerk now sits at the front desk to better serve members
- Restaurant-style pagers allow members the freedom to move around the facility while they wait
- A new sign directs members with disability questions to one window



> Visit LMPartnership.org for ideas and tools for your team.

