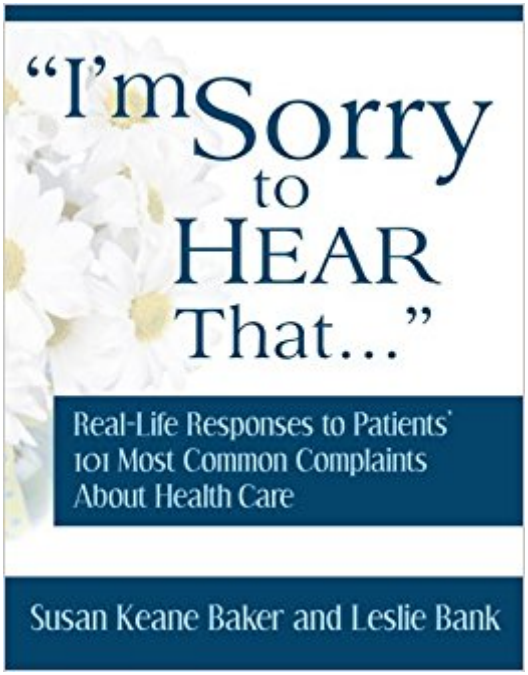
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# I'm Sorry To Hear That: Real Life Responses To Patients' 101 Most Common Complaints About Health Care




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## Synopsis

From the patient’s perspective, a complaint about healthcare or service is an urgent statement of fact. "I am here where I don’t want to be", "I am frightened and unsure what will happen next", "I put my trust in you, and now something is wrong", "How can I be sure I will be okay?" When you respond to a patient’s complaint, you are responding to the patient’s sense of helplessness and anxiety. The service recovery scripts offered in this book can help you recover a patient’s confidence in you and your organization. "I’m Sorry to Hear That.." Real Life Responses to Patients’ 101 Most Common Complaints About Health Care provides you with: More than 300 responses you can choose from when patients complain about billing, service quality, their environment, your colleagues and communication. A training resource for staff education programs. A fast way to help new staff members feel comfortable responding to complaints. A tangible tool provided to staff to demonstrate your organization’s commitment to service excellence. Suggested wording that can be incorporated into written responses to patients. Ideas that you can use today to respond to the 101 most common complaints about health care. Authored by Susan Keane Baker and Leslie Bank

## Book Information

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## Customer Reviews

Susan Keane Baker is the author of Managing Patient Expectations: The Art of Finding and Keeping Loyal Patients. She has spoken on service quality for health care organizations and associations in 47 states. Her professional experience includes seventeen years in Vice President positions at

hospitals in New York and Connecticut. For seven years, she directed the Quality Initiatives Program for a national PPO with 19 million members. She is a Commissioner on the Connecticut State Commission on Medicolegal Investigations. In 2008, Susan served as a member of the Board of Examiners for the Malcolm Baldrige National Quality Award. Leslie Bank is Director of Customer Service at Montefiore Medical Center, Bronx, New York, a large multi-hospital health care system where a service excellence philosophy is fostered and sustained. She has worked as a "change agent" for over three decades, always aiming at assuring the patient's voice is heard in all aspects of care. Leslie was named "The Mother of Patient Friendly Billing" after her experience in billing reform following a New York Times Op-Ed Editorial entitled: "My Golden Hernia." She has authored two commercial customer service videos and has received national awards for patient satisfaction improvement.

This book is a good start in learning about how to help angry patients and families but it doesn't get very deep into the subject. Essentially, the book presents a common complaint on each page and then three sample responses to that complaint. For instance, page 57 has complaint #57 and it reads...[Complaint] "You know, you act like I am an interruption in your day instead of a person who needs help. Do you think I want to be here?"[First suggested response] "I'm sorry I gave you that impression. I should have stopped what I was doing when you arrived and greeted you. I was too focused on what I was doing. How can I help you now?"[Second suggested response] "You are never an interruption. I'm so sorry you felt that way. I was trying to do too many things at once. You have my undivided attention."[Third suggested response] "I'm sorry; this has been a very hectic day. I understand this is not the place you'd like to spend your afternoon. I'm all yours now."And so on for a total of 101 complaints and 101 pages. The introduction and conclusion share a few interesting thoughts about patient complaints in general but that's basically it. All of the responses provided follow a pretty solid formula - first, apologize for the patient's difficulty. Second, segue smoothly into suggesting a solution and/or asking the patient what s/he thinks would be a good solution. It's an efficient way to acknowledge the complaint and then move quickly on to resolving it. After about 30-40 pages, I started getting the hang of the formula and was getting pretty good at predicting what responses the authors would suggest in responding to a specific complaint.So, once again, it's a good start in learning how to respond professionally and helpfully when you're getting blasted by an angry/frustrated patient or family member but it's not a very detailed guide. Basically, it shows one very effective formula for generating responses and then applies it to 101 different patient complaints. You can read it in an hour or so and then feel confident about applying this one formula

in your daily practice but that’s about all you can get from this book.

Please don’t buy this book. I bought it as a recommendation from someone else. Why am I giving it this low rating? It is over 100 pages. Most of the pages have less than a half page of comments. They are in huge letters (not 12 point). I didn’t ask for a large print book.Worst of all is that the comments/suggestions for customer service recovery are so lame. Really, most of us "get it". The other issue is that the billing/access comments are not and could not be up to date. Sorry, but Medicare changes what they pay for and this book is a perfect example of why it is NOT EASY. And why people like me, case managers, and a whole lot of other people have jobs. Because, books like this (and authors -- dang, I am sorry that I put $$ into this person’s pocket) just don’t understand.Healthcare makes mistakes. We are addressing them. This book is NO help.

It’s a very tiny pamphlet - It’s NOT a book. About 100 pages and less than 1/2 is used on any one page. Literally a third of each page is taken up by a page number or question number. It’s really hard to believe that this very short thing can be called a book. Really wouldn’t make one issue of a magazine. If it were $3 or so, and called a pamphlet - maybe. I’ve used  for many many years - I’ve never returned a book before. This one went right back in the box.

This was a great start to what we are trying to do and is worth the price. We will be tailor making some of these answers to our business.

I bought this book because as an ER nurse, I’m struggling with the Customer Service focus that is developing in healthcare. I find it helpful to have a script ready for those awkward situations. For some of the recommendations, I actually busted a gut laughing, and laughter is good too. I shared it with my Manager.

nice for new grads to read

A good way to give suggestions for resolution and service recovery to frontline staff and managers. Excellent way to "jumpstart" conversations with discussions on suggested scripting.

helpful

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