

MARCH 2010

Raising the Bar on Customer Service

This is a regular series on staff members who excel in the workplace.

The status quo wasn't good enough. For five months Susan Wu, M.D., chair of the department of pathology and clinical laboratories, and Marianne Sarli, administrative director of clinical laboratories and pathology, together with their eight supervisors, met to brainstorm methods to improve customer service in the Department of Clinical Laboratories.

First, they studied the meaning of customer service as defined by South Nassau's leadership:

"Thinking of the customer first, making prompt service to the customer a priority over other work; and building long-term customer relationships by anticipating, listening to, understanding and meeting or exceeding our customers' needs."

Next, they identified their customers: patients, physicians and administrators and asked themselves, 'How can we improve our services and increase the satisfaction of our customers?'

Then, they attempted to walk in the shoes of the physician. The more than 850 members of the medical and allied health staff typically check lab results daily before discharging their patients. Routine lab results used to be ready between 11 a.m. and 12 noon, when most physicians had completed their hospital rounds. If a lab result wasn't available by the time physicians were preparing to leave the hospital, they would sometimes have to discharge the patient the following day.



The supervisory staff of the Department of Clinical Laboratories. From left, back row, Jason George, supervisor, chemistry; Diane Gorish, lab information systems specialist; Jane McC Carson, phlebotomy services coordinator; Santosh Menon, supervisor, blood bank; and Maureen Harkin, supervisor, hematology. Seated, from left, Joan Grandt, computer coordinator; Susan Wu, M.D., chair of pathology and clinical laboratories; Marianne Sarli, administrative director of laboratories; and Linda Velgorsky, supervisor, microbiology.



Medical technologist Sherryl Francis prepares specimens for coagulation studies.

The leadership of the clinical labs reasoned that if staff members from Phlebotomy, Hematology, Microbiology, Chemistry and the Blood Bank reported to work earlier, the laboratory test results would be ready sooner. It was a no-brainer.

Continued on page 3

In This Issue:

- Employee Recognition Program is launched page 4
- Helping Haiti page 6
- Remembering Jeff McGuire page 10