Discussion Board 3

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Author Note

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In a large healthcare cooperation, such as TriHealth, a number of aspects work together to provide competent and safe care, along with excellent customer services to both the clients and patients. Here, the TriHealth’s customer service model will be discussed in an effort to explore the subject (TriHealth, 2018).

TriHealth makes use of the Magnet model of care, which makes the delivery of exemplary, new knowledge innovations, structural empowerment, empirical outcomes and transformational leadership. Furthermore, each employee is also taught to S.E.R.V.E. (Serve, Excel, Respect, Value, and Engage) their patients and colleagues (TriHeath, 2018). These standards provide some of the safest care to patients. This is an ideal system of operations which ensures that whatever is promised by the system is complied with by member of the staff. Furthermore, the system also continuously assesses their shortcomings in an effort to ensure that the system can over deliver on the care, as opposed to under-delivered. This is exhibited by a well-versed customer service mode.

On the other hand, the ICU makes use of the primary care nursing model. This allows patients in the ICU to receive patient centered care, where a nurse is tasked to providing therapeutic, autonomous, evidenced-based, and collaborative care to their patients for the entirety of their stay (Huber, 2014). It is this continuity stay that ensures familiarity, trust, and cooperation among the patient and their family (Jakimmowicz & Perry, 2015).

Once care has been delivered, HCAHPS scores is an ideal way to showcase one’s approaches with regard to the system. These forms are to be filled by a consumer, and asks them different matters about the holiday stay, which shows the attention to details which are paid by the system at hand. Furthermore, with the integration of CMS guidelines, healthcare system in place would widely improve by the integration of both the tips and recommendations which could make the hospital experience a pleasant one despite being in the hospital for patient (Rau, 2013).

# References

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