

Internal Customer Service: Serving Our Own

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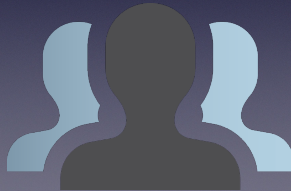
Virginia EMS Symposium 2015

Introduction

- Partner, Keavney & Streger, LLC
 - Princeton, New Jersey
- Executive Director, Robert Wood Johnson University Hospital Mobile Health Service
 - New Brunswick, New Jersey
- Senior Associate, Fitch & Associates, LLC

“Customer”

- A recipient of a good, service, product or idea
- Obtained from a seller, vendor or supplier
- For monetary or other valuable consideration



EMS Customers

- Patients
- Hospitals, Physicians, Nurses, etc.
- Family Members
- Public Safety - Law Enforcement, Fire
- Other EMS Agencies
- Governmental Bodies
- **OUR OWN STAFF**

Why Internal Customer Service?

How are you doing?

- No, really...
- Expectation Disconnect
- Delivery Disconnect
- Corporate Culture



Aim to Exceed

- Set Goals, and Set them High
- Articulate the Goals
- Communicate the Goals
- Steer Towards the Goals



Just Culture

- Human Error
- At-Risk Behavior
- Reckless Conduct
- Repetitive Human Error or At-Risk Behavior



4 Pillars of Just Culture

- 1) Responder Safety
- 2) Patient Advocacy
- 3) Equal Treatment
- 4) Fiscal Responsibility



Robert Wood Johnson University Hospital
Mobile Health Service

Communicate

- Over-Communicate!
 - Multiple types of media
 - 3 Times Rule
 - Timely Communications - GET IN FRONT



Employee Engagement

- Engage as Much as Possible
 - Input Matters - You are NOT the Smartest Person
- BUT Do Not Waiver!
 - Evaluate, but do not blow with the wind....

Let People See the Big Picture

- Secrets are Bad
- But Secrets are Necessary
- Need to have a Vision
 - Clear, Articulated, Achievable, Collective
- WHY ARE WE DOING THIS?

Be Approachable

- You are NOT a Friend
- Open-Door Policy
 - Red Day / Green Day
- Admit your Mistakes
- Social Media Considerations
 - Friending / Communications

Day to Day

- Always Close the Loop
- Identify Needs in Advance
- Solve Problems
- Thank People for Good Jobs!

Conclusions

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