

Reorganizing for Customer Care in Healthcare

This course includes an overview of basic concepts in administering a customer care program, evaluating your corporate culture, encouraging your employees, using surveys, and using the internet. The course structure is many short suggestions and principles followed immediately by interactive questions and applications. The simple structure makes it possible for busy healthcare workers to log in and benefit from short, self-contained units, and practice how they would respond to a situation. This is useful for all businesses, not just healthcare.



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