



# Pinckneyville Community Hospital

*Leading the way to a healthier tomorrow.*

December 8, 2015

Customer Service & Beyond

Dawn Mushill

PO Box 314

Troy, IL 62294

Dear Dawn:

On behalf of Pinckneyville Community Hospital, I would like to thank you for the wonderful program you presented to our staff. We sought out a customer service program that would serve as a “pep rally” for our staff. We wanted our staff to know how important it is to WOW our patients and to make certain that we provided that type of service, especially given our opportunity of relocating to a new replacement facility. We would have one chance to give our patients and visitors a wonderful first impression, and we must take full advantage of that. After the program, our staff was definitely buzzing with excitement! The move to our replacement facility was stressful on everyone, but we were able to rise above the challenges and shine a positive light amongst our co-workers and patients, thanks in part to the inspiration you gave to us.

Patients and their family members have expressed their gratitude regarding the improvement in our interactions with each person we come in contact with. One particular patient was blown away by our transformation, commenting how every single employee goes out of their way to smile, say hello, or ask if assistance is needed. He also commented how our previously very worst employee has done an about face. The perception amongst our community is that our employees understand that every person coming in the front door can be affected with a smile. When employees are smiling, visitors and patients can't help but be positively affected. We are starting to see employees that go out of their way to do those little things – those expressions of kindness and understanding – that mean so much to our patients.

Thanks so much Dawn for the opportunity you gave us to continue to transform our culture to one that appreciates the positive and projects that attitude to those that we work with and serve. We would highly recommend your program to any organization that is looking for an opportunity to inspire staff towards improving customer experiences!

Sincerely,

Kara Jo Carson, CPA, MACC, CHFP  
Chief Financial Officer & Compliance Officer