

EXCEEDING VETERANS' EXPECTATIONS

Customer Service and Service Recovery



Customer Service and Service Recovery are interrelated concepts that can be translated into practical applications, which reinforce the confidence, trust, respect, and loyalty that Veteran patients have for VA Healthcare. VA Volunteers are an integral and significant force in ensuring that we meet and exceed the expectations Nation's Veterans have for the services we provide. When we do not meet these expectations, we do our best to correct the situation and "make it right" for the Veteran and their family members.

Veteran Expectations

The men and women who have served America honorably in the armed forces have earned the right to expect the best possible service from employees and volunteers in meeting their health care needs.

VA volunteers have been providing outstanding service to Veterans since 1946. Veterans of today expect the same level of compassion and concern that has been the cornerstone of our voluntary program since the beginning.

Contact Your Local CDCE

If you are interested in volunteering, or would like more information about volunteering, contact the CDCE Office at a VA facility near you, by scanning



<https://www.volunteer.va.gov>

Customer Service: is defined in the VA Center for Development and Civic Engagement (CDCE) Service as an activity or personal interaction that enhances Veterans' experience during their time or interactions at VA, which exceeds their expectations.

Service Recovery: is defined as the practice of retaining the loyalty and respect of our customers when we have not performed as well as we could have, therefore not meeting their basic expectations.

What Can You Do?

There are many ways that volunteers, working through the CDCE at their local VA facility, can get involved in customer service and service recovery projects, activities, and programs. Following are some examples volunteers and community organizations are making sure that Veterans receive the outstanding care and service they deserve.

Guest Services Program

This service provides hotel type amenities or "concierge" types of services. Examples: newspaper deliveries, bedside video movies, personal care items, and fresh cut flowers

Nursing/Patient Representative or Patient Advocate Liaison

Specially trained volunteers working with Nursing, Social Work, Chaplain Services and the Patient Representatives Office are assigned to specific patient care units. Volunteers visit and talk with Veterans to determine if their needs are being met, and to see if there is anything we can do to make them comfortable.

Greeter/Ambassador/VIP Programs

These programs provide similar services such as information, direction, and escorting. The goal with these programs is to provide the best possible service to Veterans and their families.

Reading, Coffee/Beverage Card

Volunteers provide coffee, juice, reading materials, and various amenities to Veterans in outpatient clinic waiting areas.

Post-Discharge Services

Volunteers make follow-up phone calls to thank Veterans for the opportunity to serve them, and check to see how the Veteran is doing.