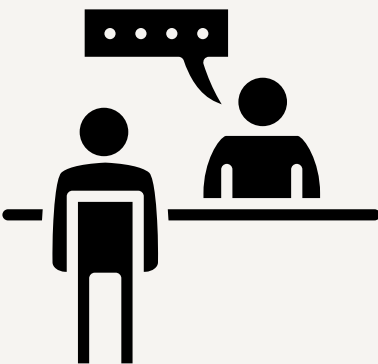


Front Desk: The First Line of Quality Client Care

Experience

First Contact: The front desk is the first contact clients have with your organization. It is vital that front desk staff know the importance of this and how to make it meaningful and effective. What is the impression from the first contact at your organization?

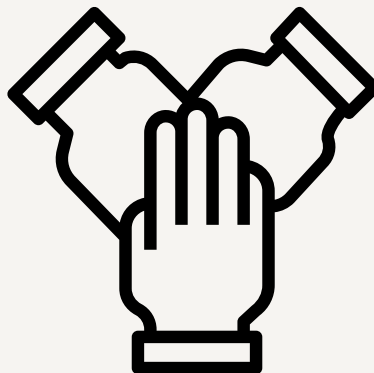
Secret Shopper/Surveys: It is impossible to determine experience without some type of data. Make sure to create processes for a cessing feedback from clients on their experience.



Collaboration

Management & Mission: It is imperative for collaboration that front desk management understand the mission of your agency and they bring it to the work. How have you communicated this? How do you ensure they are integrating this in to the team?

Multi-Disciplinary Meetings: Including front desk in meetings with therapists, case managers, and other providers allows for conversation on what is working and what isn't for individual and overall client care.



Communication

Tools: Communication between front desk, clients, and providers is key to effective care. Does everyone have access and know how to utilize your communication tools?

Training: Developing and implementing effective training around organizational communication expectations and the EHR, email, and other tools makes communication more effective.

