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CUSTOMER SERVICE IN ACTION
Sanford Canby Sylvan Court Receives LeadingAge Minnesota Quality Award

SAINT PAUL – (Feb 21, 2017) – Sanford Canby Sylvan Court recently received a Stars Among Us Quality Award from LeadingAge Minnesota for its Customer Service in Action program.

“The Quality Award recognizes progressive and exceptional initiatives that result in meaningful impacts to the customer experience,” said Gayle Kvenvold, President and CEO, LeadingAge Minnesota. “Through its innovative Customer Service in Action program, Sanford Canby Sylvan Court is creating a more positive, engaged environment for its staff, residents and families.

Sanford Canby Sylvan Court created a Customer Service in Action Team, composed of staff from various departments, disciplines and backgrounds across the campus, to enhance the customer, patient, resident and family experience across the entire health care organization.

The team uses an integrated approach that combines customer, patient and employee experience activities across the continuum of the organization. It meets monthly to discuss hot topics, determine staff education, and plan for special events and activities. Customer Service in Action projects are completed at least quarterly or more frequently as new ideas come forward.

Since launching, the Customer Service in Action Team has contributed to a new culture in the organization that is embraced by residents and staff. In addition, the initiative has improved resident and family satisfaction. A survey conducted by the Minnesota Department of Health showed improved scores in Meaningful Activity, Autonomy and Mood in comparison to other Minnesota care centers. In addition, residents and families rank Sanford Canby Sylvan Court in one of the highest percentiles for satisfaction.

About LeadingAge Minnesota

Driven to transform and enhance the experience of aging, LeadingAge Minnesota works alongside its members, caregivers, advocates and consumers to collectively shape the future of aging services and ensure older adults in every community live with dignity, meaning and purpose. Together with more than 50,000 caregivers, LeadingAge Minnesota members provide quality services and supports to 63,000 older adults every day in independent senior housing, assisted living communities, adult day, in-home care and skilled nursing facilities.

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