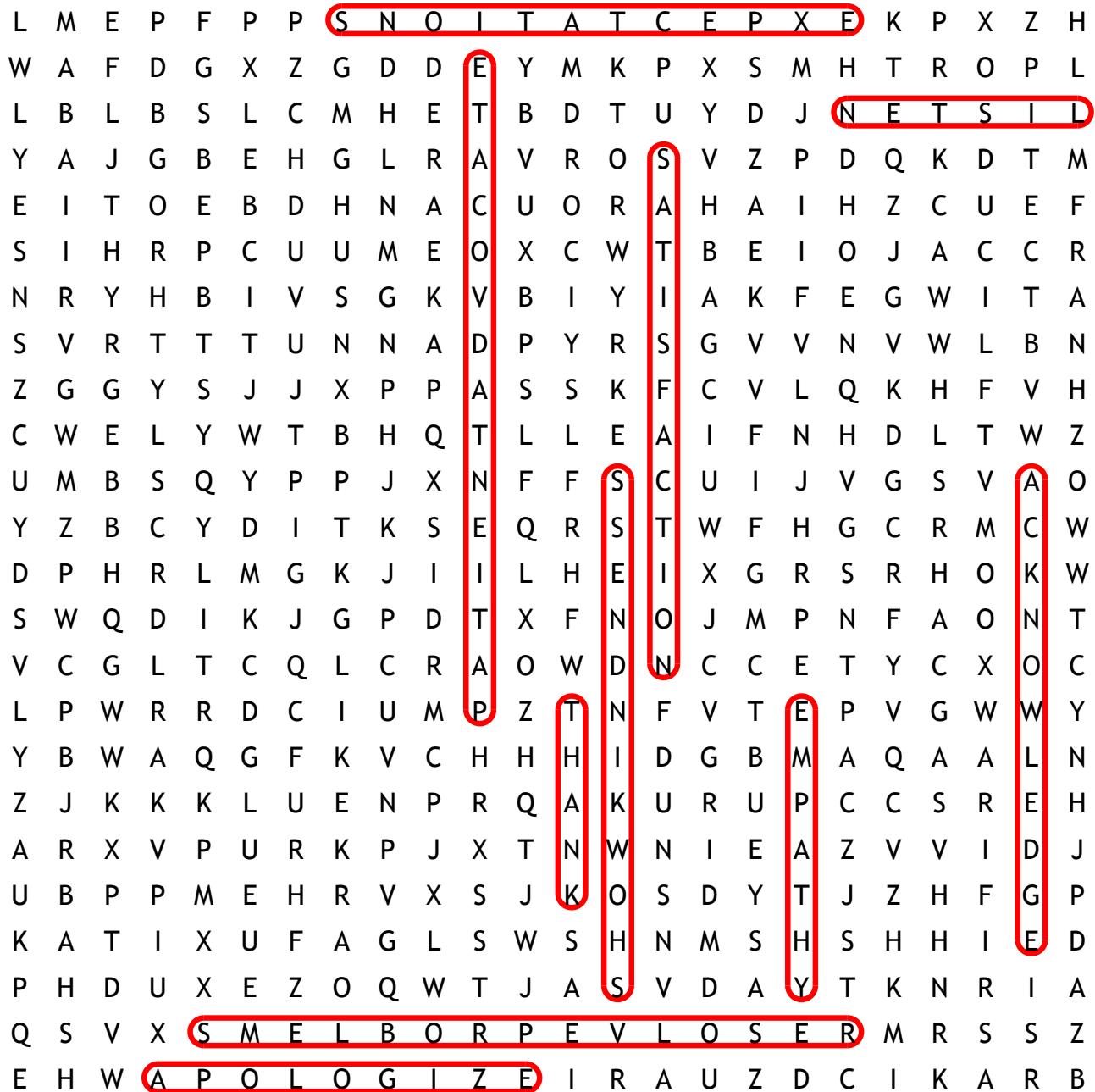


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Standards April Activity Service Recovery



Resolve Problems

Patient advocate

Show kindness

Expectations

Satisfaction

Acknowledge

Apologize

Empathy

Listen

Thank