

congratulations to the first KiwiHost **Silver Endorsed Service Provider**

Canterbury District Health Board **Radiology Services**



KIWIHOST



BACKGROUND

The Radiology service of the Canterbury District Health board covers three sites in Christchurch and one in Ashburton. The Christchurch services employ approx 180 staff in total including Medical, Admin and Service staff. The CDHB has a mission to improve the journey of every patient through the hospital system.

Their role in that mission is to ensure they give the very best service they are capable of to each and every one of their clients. The way they engage with patients and other clients determines the success of their interaction with that individual.

“ This honour has endorsed our commitment to quality customer service as well as giving our staff and client group a qualification that they can recognise. ”

Helen Gowans
Administration Manager
Canterbury District Health Board
Radiology Services

SOLUTION

The CDHB invests in training for all staff however it has been difficult in the past to identify appropriate customer service courses suitable for front line administration staff. KiwiHost was chosen because they are a name the public know. They are an organisation that is recognised nationally as supplying a quality product and the management of KiwiHost were happy to work in with our service to customise the training.

In 2008 the first of the KiwiHost workshops was run for the Administration staff of our service. Initially two custom designed sessions were run in order that as many staff as possible could attend at one time. As new staff come on board they are enrolled on standard KiwiHost courses.

In 2010 Radiology Services was granted a Silver Endorsed Service Provider status, the first organisation in New Zealand to receive this honour.

Radiology Services have worked tirelessly over the past couple of years with KiwiHost to help their staff gain the additional skills and confidence to put their customer care requirements at the forefront of every customer interaction.

The Silver Endorsement is recognition of the work that has been done to date. Planning is underway between KiwiHost and the department to provide custom designed refresher courses to further enhance the services offered.

SILVER STATUS