

Patient satisfaction

W Q Q W E F X P J T T R F J E A I W G B B M T T
 N N H U P R O F E S S I O N A L M J X F V Y W E
 O L B B R L W G G N I N E T S I L E V I T C A L
 I D Z Q N V Z R K F L A Z G B X S T O C O K W F
 S C Y T I L A U Q A N N D V F H T E A M W O R K
 E N M N V J E N C O U R A G E M E N T F Y J O M
 C P M D F C X H P O I Q S C O M M U N I C A T E
 O W J T E G D E L W O N K C A I E L I M S G I U
 N O P A G I F D S M S A X E E K F X C J I Y L O
 T J R Z N F D O V T H A B L S Y L I S T E N W Y
 R N O J Y H T A P M E N G B M R E X K G B O E K
 O U M K O N O I T A R U D Z H N V C U C U A Z N
 L U I U G Z C V Y V J E A W A D G D O Q V N N A
 K Z S P K O Y D D T K P L E A S E R X N M H I H
 X K E K G G N I D N A T S R E D N U V X T A B T
 W C E O F Y O G F S T N E M I L P M O C M A T L
 R Q X G L Z F J R T F J H S H T F I N X T Q C K
 E Q E E X B N W I Z G E V W U W R R P J K Z V T
 U H M H Q I S M E C H L S O P Q T J A L K C X F
 S I S S A C U O N X V V M X O R R O G Q X K V R
 T G A Y Q N I R D G F B E X P L A N A T I O N O
 I M V U R T C I L S L J A B X X V H H Y J G O T
 N I V Q R N T E Y I T N E L L E C X E C L O E X
 X I N T R O D U C E R Z X S S E N I L N A E L C

Active listening
 Professional
 Compliments
 Thank you
 Duration
 Please

Understanding
 Eye contact
 Explanation
 Introduce
 Empathy
 Listen

Encouragement
 Cleanliness
 Acknowledge
 Teamwork
 Quality
 Timely

Noise control
 Communicate
 Excellent
 Friendly
 Promise
 Smile