

# **CUSTOMER SERVICE IN HEALTH CARE:**

## **The Impact of Work – Life Balance**

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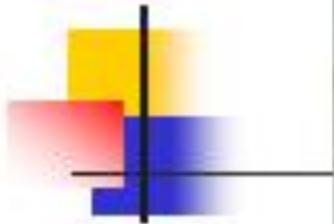
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# Respect

“Esteem for, or a sense of, the worth or excellence of a person.

Wikipedia

Greek: *specere*...to look; to see;  
e.g. *spectacle*; *spectator*.





“Great customer service has to come from the inside out. You cannot mandate it. You can’t threaten, reward, or coerce people to care. You can only awaken the desire and then give them the permission and encouragement to make it come alive in their work.”

Barbara Glanz

“Many of us spend hours  
caring for others and  
seldom take a few moments  
for ourselves.

Here is your opportunity.”

c'mon, inner peace.  
I don't have all day.



# Here For A Good Time

I'm not gonna lay around and whine  
and mourn for somebody that done me  
wrong.

Don't think for a minute that I'm gonna  
sit around and sing some old sad song.

I believe it's half full not a half empty  
glass.

Everyday I wake up knowing it could be  
my last.

# Here For A Good Time

I ain't here for a long time.

I'm here for a good time.

So bring on the sunshine, to hell with the red  
wine

Pour me some moonshine.

When I'm gone put it in stone he left nothing  
behind.

I'm not here for a long time.

I'm here for a good time.

# Here For A Good Time

Folks are always dreaming 'bout what they'd like to do but I like to do just what I like.

I'll take the chance, dance the dance,  
it might be wrong but then again it might be  
right.

There's no way of knowing what tomorrow  
brings.

**Life's too short to waste it**

I say bring on anything.

# Here For a Good Time

I ain't here for a long time.

I'm here for a good time.

So bring on the sunshine,

To hell with the red wine,

Pour me some moonshine.

When I'm gone put it in stone he left nothing  
behind.

I ain't here for a long time.

I'm here for a good time.

George Strait



**Michael F. Gervasi**

1954 -----?????

**R.I.P.**



# “Live Like You Were Dying”

He said

“I was in my early forties with a lot of life before me and a moment came that stopped me on a dime.

I spent most of the next days looking at the x-rays talkin ‘bout the options and talking ‘bout sweet time.”

I asked him

“when it sank in that this might be the real end, how’s it hit you when you get that kind of news?

Man, what’d you do?”

# Live Like You Were Dying

He said

“I went sky diving. I went Rocky Mountain Climbing. I went 2.7 seconds on a bull named Blue Manchu. And I loved deeper and I spoke sweeter and I gave forgiveness I’d been denying.”

And he said

“someday I hope you get the chance to live like you were dying.”

# Live Like You Were Dying

He said

“I was finally the husband that most the time I wasn't and I became a friend a friend would like to have; and all of a sudden going fishin' wasn't such an imposition and I went three times that year I lost my Dad. And I finally read the Good Book, and I took a good, long, hard, look at what I'd do if I could do it all again.

And then...

# Live Like You Were Dying

“I went sky diving. I went Rocky Mountain Climbing. I went 2.7 seconds on a bull named Blue Manchu. And I loved deeper and I spoke sweeter and I gave forgiveness I'd been denying.”

And he said

“someday I hope you get the chance to live like you were dying.”

# Live Like You Were Dying

Like tomorrow was a gift and you've got eternity to think about it.

What you'd do with it?

What could you do with it?

What did I do with it?

What would I do with it?

# Live Like You Were Dying

Skydiving.

I went Rocky Mountain Climbing. I went 2.7 seconds on a bull named Blue Manchu. And I loved deeper and I spoke sweeter and I watched an eagle as it was flying.”

And he said

“someday I hope you get the chance to live like you were dying.”

To Live like you were dying. To Live like you were dying.”

Tim McGraw





09/19/2009

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