

# Feedback Cards and Recognition

# The New Card

**UCLA Health** **UCLA Health**

## Share Your Experience

**How to submit this card:**

- Return cards to any feedback box, located throughout UCLA Health locations.
- Mailing card to:  
 UCLA Health Office of the Patient Experience  
 757 Westwood Plaza, Suite 1107  
 Los Angeles, CA 90095-7431  
 (Mail Code: 743130)

1-800-UCLA-MD1 (1-800-825-2631)  
[uclahealth.org](http://uclahealth.org)

**U matter**

XXXXXX (NEED CODE)

SUPERSTOCK  
 © 1999-2000  
 NEED TO FLURCH

At UCLA Health, our most important relationship is with you.

To help us ensure that we are providing the best care possible, please provide us with some details about your experience. We value your feedback!

**we want to hear from YOU**

**share your experience with us!**  
 how can we improve our service?  
 was anyone exceptional?

\_\_\_\_\_

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**Facility visited:**

Ronald Reagan UCLA Medical Center

UCLA Medical Center, Santa Monica

Mattel Children's Hospital UCLA

Resnick Neuropsychiatric Hospital at UCLA

UCLA Doctor's office (outpatient)

**Name of hospital location or doctor's office:**

\_\_\_\_\_

\_\_\_\_\_

**Name of UCLA staff member(s) you interacted with:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

**U matter**

# Your Role

When you receive feedback cards...

1. Filter feedback cards for meaningful compliments and suggestions for improvement.
2. If the feedback card has a meaningful compliment and is complete with first and last name of staff, please send to our office.
3. If the feedback card has a suggestion for improvement or complaint that can be handled on the spot, please attend to those cards. If it is a bigger issue that needs to be escalated, please hand off to the appropriate department head.
4. Go to the FPG website -> Ambulatory Operations -> Feedback Process -> Suggestions and Complaints. Input these comments into the form provided.

# Meaningful Feedback

What merits a recognition certificate?

1. The compliment exemplifies CICARE, and/or our UCLA Health Mission, Vision, and Values.
2. Includes an example of how the person mentioned went **above and beyond** for our patients, their families, or one another.

# The New Certificate



Sandra Ma Almoquira-Manalo

Thank you for your commitment to providing the best patient experience.

From one of your patients or colleagues:

"Lorem ipsum sit dolore amet conseture volupte ramptu ut wisi volupte sedi diam nonummy nibis ruidmof tin cidunt ut laoreet sucipit sam magna aliquam erat. Lorem ipsum sit dolore amet conseture volupteramptu ut wisi volupte sed diam nonummy nibis ruidmof tini cidunt ut laoreet sucipit samo magna aliquam perat. Lorem ipsum sit dolorem amet conseture volupte ut wisi volupte sed diam nonummy nibis ruidmof tin cidunt ut laoreet sucipit sami magnat erat."

Handwritten signature of David T. Feinberg in black ink.

David T. Feinberg, MD, MBA  
Associate Vice Chancellor  
President, UCLA Health System, CEO, UCLA Hospital System

Handwritten signature of Shannon O'Kelley in black ink.

Shannon O'Kelley  
Chief Operating Officer  
UCLA Health System

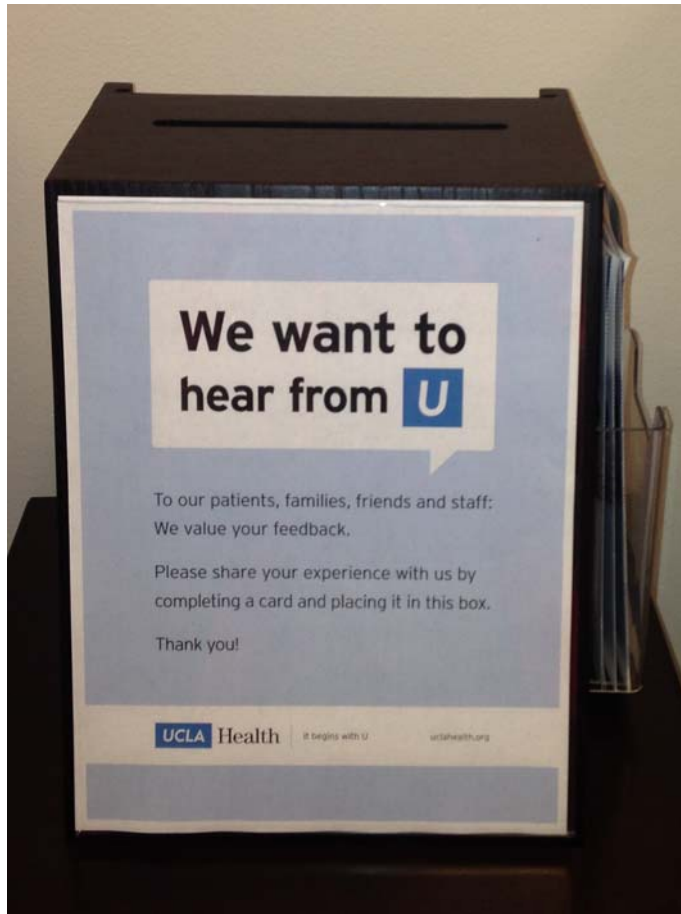
Handwritten signature of Patricia Kapur in black ink.

Patricia Kapur, MD  
Chief Executive Officer, UCLA Faculty Practice Group  
Executive Vice President, UCLA Health System

UCLA Health

ciocare

# Feedback Boxes



With the new feedback card design we also have a new insert for the feedback boxes.

If your area needs a box please contact Monica, Belli, Irene Ramirez or Kristin DiMarco.

# Next Steps

1. We have feedback cards and inserts outside for you to pick up and get your area started with the new forms.
2. Order additional cards online from the FPG website.
3. Please recycle any of the old STAR Award cards.

**UCLA** Health