

## **We Like Green APLSS!**

By John Brooks, GLWACH Marketing Specialist and Public Affairs Officer

Help us improve the quality of care we provide at the General Leonard Wood Army Community Hospital! Please send in your positive responses on the Army Provider Level Satisfaction Surveys you may receive 7-10 days after a visit to GLWACH.

Positive responses on APLSS Surveys allow GLWACH to receive funding that we wouldn't otherwise receive. This funding is used to improve the level of care we're able to provide here, which directly impacts positively in your favor.

It's really important to return a positive response on an APLSS survey—that's why you keep hearing that GLWACH likes "GREEN apples". By "GREEN apples", we're referring to POSITIVE responses on APLSS surveys. Positive responses on APLSS surveys directly affect our budget, which allow us to improve your medical care here at GLWACH.

So, if you receive an APLSS Survey in the mail, please fill it out completely, and send it in.

The bottom line is that GLWACH is rewarded or decremented for the service we provide. So we want GREEN APLSS!

We want to hear about negative/unpleasant issues right on the spot through the clinic/patient representative in room 123, or on ICE (Interactive Customer Evaluation) surveys. If you have a complaint, problem or suggestion as to how we can improve our services, we can more quickly respond to those if you make an ICE, comment.

ICE comments stay local and we can provide a faster response locally than having to wait for resolution to a negative response on an APLSS survey that has to go all the way to the Surgeon General's office and work its way back to us. ICE Comments are read DAILY by the GLWACH Commander, and acted on swiftly.

To make an ICE comment, you can:

- fill out an ICE card at the Information Desk
- use the ICE machine located near the Information Desk
- or go online to either the Post or GLWACH websites and click on the ICE comment link, or click here: [http://ice.disa.mil/index.cfm?fa=site&site\\_id=447](http://ice.disa.mil/index.cfm?fa=site&site_id=447)

Please feel free to contact a Patient representative here directly. Our Patient Representatives can be found through the GLWACH Information Desk, or in their office in room 123, which is located near GLWACH's main bank of elevators. Or you can call a Patient Representative at 573-596-0418.

Remember, the level of care we're able to provide to you here at GLWACH is based, in part, on positive responses on the APLSS Surveys you receive in the mail and send back in. We like GREEN APLSS!