



## Media Release

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### CRDAMC unveils Army Provider Level Satisfaction Survey (APLSS) tree

By Brandy Gill, CRDAMC Public Affairs

FORT HOOD, Texas – Have you ever wondered which Carl R. Darnall Army Medical Center providers consistently give world-class compassionate health care? Do you want to know if your provider makes the cut?

In order to help you answer these questions, the CRDAMC Army Provider Level Satisfaction Survey, or ‘APLSS’ tree, will be unveiled March 7, 2013 in the main hospital lobby at 10 a.m.

This APLSS tree is actually a canvas painting that will display photos of the top medical center providers. The tree has a two-fold purpose, patient education and provider recognition, Cheryl Turner, acting chief of patient services and patient advocate said.

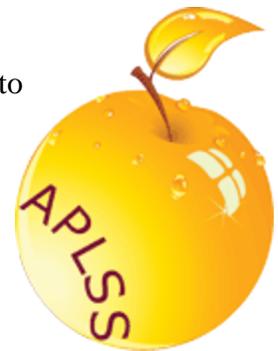
“This new tool will allow us to communicate the importance of these surveys to our beneficiaries while showing our appreciation for their time and consideration. It also allows us to publicly recognize our providers for excellence in care, while they are providing world-class, healthcare, one patient at a time,” Turner said.

According to Shelia Mayberry, a CRDAMC patient services representative, only providers who meet the required criteria will be displayed on the tree.

“In order for a provider to obtain an apple on the tree they will have received 20 APLSS survey responses within a quarter that reflect an average overall visit satisfaction rating of 95 percent or higher,” she said.

Recognition will be presented quarterly to providers who achieve this goal, Mayberry said.

“Providers will be showcased on the tree one quarter at a time unless they meet the criteria again, and then they will remain. All providers who are recognized on the APLSS tree and those who have only received 10 responses in a quarter that earned a 95 percent or higher score will receive a red apple lapel pin and a certificate of appreciation,” she said.



The APLSS tree unveiling is a way for CRDAMC to show their appreciation to beneficiaries as well Turner said.

“We’d like to thank our beneficiaries and to let them know that their voices are being heard through their feedback,,” Turner said.