

Your feedback & opinions are valuable & it's anonymous! DATE: 10/12/15

**1. Creating a World-Class Patient Experience**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Love the vulnerability intertwined. when the speakers clearly care about the subject, it makes it so much easier to also in turn care about what is being said as the listener.

*"you can't NOT change the world." - David Lannette*

**2. How Many Lives will U Save?**

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Comments: \_\_\_\_\_  
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**3. HIPAA, Compliance & Organizational Ethics**

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Comments: very happy to hear that UCLA actually practices what they preach! It is encouraging to come into such an organization & contribute my own part to it.

**4. Introduction to Customer Care Support**

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Comments: I am glad that she explained MedNet - other speakers just referenced it without really telling us its use/benefit to us & how to use it

**5. Keeping U Secure in the Workplace**

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Comments: I was confused about differences in security & police at UCLA - they kept referencing the "other" guys without clearly making a distinction of what security groups there are ... what their purposes are, how are they diff., etc.

6. Voice of the Patient

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Comments: Simply wonderful. Reminded me of why I am here.

7. Keeping U Safe

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Comments: \_\_\_\_\_

8. A Prepared U

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9. The Day One Challenge: Review

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Comments: Jeopardy was fun! 😊 good questions!

10. The Benefits of Belonging: UC Insurance Plans

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N/A: per diem

Comments: \_\_\_\_\_

Overall Comments: \_\_\_\_\_



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**2. How Many Lives will U Save?**

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**3. HIPAA, Compliance & Organizational Ethics**

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**4. Connecting U: ISS Customer Care**

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**5. Keeping U Secure in the Workplace**

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## 9. The Day One Challenge: Review

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Comments: GREAT GAME WE LEARNED A LOT.

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\_\_\_\_\_

## 10. The Benefits of Belonging: UC Insurance Plans

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Comments: \_\_\_\_\_

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Overall Comments:

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Comments: Very engaging, best intro ever very inspiring

**2. How Many Lives will U Save?**

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**3. HIPAA, Compliance & Organizational Ethics**

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Comments: informative

**4. Connecting U: ISS Customer Care**

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**5. Keeping U Secure in the Workplace**

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Comments: \_\_\_\_\_



### 6. Voice of the Patient

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Comments: good to hear a patients perspective

### 7. Keeping U Safe

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Comments: very informative

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Comments: very unique presentation

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Comments: \_\_\_\_\_

Overall Comments:

Day was kept very entertaining despite lengthy/necessary discussion of topics

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**4. Connecting U: ISS Customer Care**

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## 7. Keeping U Safe

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Overall Comments: \_\_\_\_\_





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Comments: LEE IS AWESOME

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Comments: AWESOME.

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Comments: VERY INFORMATIVE!

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Comments: IM AWAKE NOW!!! GREAT GAME

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Comments: INFORMATIVE

Overall Comments:

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**4. Connecting U: ISS Customer Care**

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## 6. Voice of the Patient

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Comments: \_\_\_\_\_

## 10. The Benefits of Belonging: UC Insurance Plans

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_

Overall Comments: \_\_\_\_\_

Your feedback & opinions are valuable & it's anonymous!

DATE: 10/12/15

**1. Creating a World-Class Patient Experience**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Sherry is a phenomenal speaker. She smiles, her voice changes, and I can tell she loves it, and doesn't want to miss anything. - Thank you! Shola is very entertaining also excellent speaker.

**2. How Many Lives will U Save?**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Good speaker, next time a little louder. (Face)

**3. HIPAA, Compliance & Organizational Ethics**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Marti is an excellent speaker. She seems a little intimidating for new hire days...

**4. Connecting U: ISS Customer Care**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: I think this area can be strengthened to phone #s & letting new hires know they are available 24/7.

**5. Keeping U Secure in the Workplace**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: SterrifI dept was very good. Unfortunately police kept interpreting the Sheriff to residents what the Sheriff just said

### 6. Voice of the Patient

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: So far Leo is the best speaker of the day!  
Thank You!

### 7. Keeping U Safe

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Ergonomic teaching was great - again this one looks shortened.

### 8. A Prepared U

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_

### 9. The Day One Challenge: Review

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: sherry is fun, buzzard sucks

### 10. The Benefits of Belonging: UC Insurance Plans

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Good explanation person needs to speak up and speak to us instead of the power point she also doesn't seem to like calls.

Overall Comments: \_\_\_\_\_



Your feedback & opinions are valuable & it's anonymous! DATE: 10/12/15

**1. Creating a World-Class Patient Experience**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2. How Many Lives will U Save?**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**3. HIPAA, Compliance & Organizational Ethics**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. Connecting U: ISS Customer Care**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. Keeping U Secure in the Workplace**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 6. Voice of the Patient

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 7. Keeping U Safe

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 8. A Prepared U

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 9. The Day One Challenge: Review

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 10. The Benefits of Belonging: UC Insurance Plans

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Overall Comments:

Your feedback & opinions are valuable & it's anonymous! DATE: \_\_\_\_\_

**1. Creating a World-Class Patient Experience**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: great speaker & very engaging

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**2. How Many Lives will U Save?**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Very Informative & easy to understand

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**3. HIPAA, Compliance & Organizational Ethics**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Great

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**4. Connecting U: ISS Customer Care**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Very Informative, enjoyed the presentations

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**5. Keeping U Secure in the Workplace**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: Very good information

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### 6. Voice of the Patient

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: great experience & point of view

### 7. Keeping U Safe

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: good demonstration & energy

### 8. A Prepared U

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: full of information, learned a lot

### 9. The Day One Challenge: Review

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: great informative game

### 10. The Benefits of Belonging: UC Insurance Plans

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_

Overall Comments:

Your feedback & opinions are valuable & it's anonymous!

DATE: 10/12/15

**1. Creating a World-Class Patient Experience**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**2. How Many Lives will U Save?**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**3. HIPAA, Compliance & Organizational Ethics**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**4. Connecting U: ISS Customer Care**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**5. Keeping U Secure in the Workplace**

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### 6. Voice of the Patient

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 7. Keeping U Safe

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 8. A Prepared U

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 9. The Day One Challenge: Review

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 10. The Benefits of Belonging: UC Insurance Plans

|   | LOW |   |   |   | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role.     | 1   | 2 | 3 | 4 | 5    |
| B. Presentation held my interest and was memorable. | 1   | 2 | 3 | 4 | 5    |
| C. Speaker(s) was/were clear, concise and engaging. | 1   | 2 | 3 | 4 | 5    |

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Overall Comments: