

Your feedback & opinions are valuable & it's anonymous! DATE: 10/05/2015

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: Too long. Too many anecdotes. Cases and or short scenarios would be more efficient. Talking about the behavior that is needed might not connect with the audience, but overall great job.

2. How Many Lives will U Save?

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Comments: Great speaker, to the point. Really made me want donate blood.

3. HIPAA, Compliance & Organizational Ethics

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Comments: Some of what was shared might not be pertinent to the audience. Code of conduct should be more assasible to staff.

4. Connecting U: ISS Customer Care

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Comments: Too long, but great

5. Keeping U Secure in the Workplace

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Comments: Too long but really good

6. Voice of the Patient

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Comments: This was the best presentation. Motivated me to connect with patients. Hearing the patients experience makes tons of sense. You should do this with staff that have already work for Health System longer than 2 years. Boost of caring!

7. Keeping U Safe

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Comments:

8. A Prepared U

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Comments: Too long Some useful info

9. The Day One Challenge: Review

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Comments:

10. The Benefits of Belonging: UC Insurance Plans

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Comments: Too fast She should not present. I was not able to actually understand what she was saying. It should have been more detailed

Overall Comments:

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10. The Benefits of Belonging: UC Insurance Plans

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Comments: Both had high energy and were engaging.

2. How Many Lives will U Save?

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4. Introduction to Customer Care Support

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5. Keeping U Secure in the Workplace

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Comments: Loe was great!

7. Keeping U Safe

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10. The Benefits of Belonging: UC Insurance Plans

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Comments: very enthusiastic, loved it.

2. How Many Lives will U Save?

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Comments: inspirational video

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Comments: lots of information that is important but very long & a little dry. but speaker was enthusiastic & knowledgeable.

4. Introduction to Customer Care Support

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Comments: very enthusiastic & informational.

5. Keeping U Secure in the Workplace

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Comments: Great info

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Comments: awesome speaker 😊

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Comments: interactive portion was nice

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Comments: Great activity

10. The Benefits of Belonging: UC Insurance Plans

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Comments: very good energy. Beautiful ladies.

2. How Many Lives will U Save?

- | | | | | | |
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4. Introduction to Customer Care Support

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Comments: answered my question perfectly.

5. Keeping U Secure in the Workplace

- | | | | | | |
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Comments: enthusiastic, good energy, kept my attention.



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