

## VOICE

- **VOICE** stands for Valuable Opinions Innovating Customer Experience
- **VOICE** is a group of people - patients, family members, employees and community members - who are willing to share their voice.
- **VOICE** is thoughts, perspectives, feedback and opinions shared anonymously through online surveys which will help us improve customer experience.
- **VOICE** could be you! Even if Lakewood isn't your first choice, your voice is important and we want to hear it.

*“It is often the quiet gesture which carries the most significance—the one which suddenly directs the symphony.”*

—Mary Anne Radmacher



## HOW TO SIGN UP

You can sign up to be part of **VOICE** by going to [www.lakewoodhealthsystem.com/Etools/VOICE](http://www.lakewoodhealthsystem.com/Etools/VOICE)

## CONTACT US

For more information about **VOICE**, call **218-894-8778**, email [voice@lakewoodhealthsystem.com](mailto:voice@lakewoodhealthsystem.com) or visit [www.lakewoodhealthsystem.com](http://www.lakewoodhealthsystem.com).

*This institution is an equal opportunity provider and employer.*



**VOICE**

A PATIENT ADVISORY GROUP



[www.lakewoodhealthsystem.com](http://www.lakewoodhealthsystem.com)

**YOUR HOME**  
*for healthcare.*

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## WHO

- We need YOU.
- People interested in providing us with feedback. You do not have to be a current Lakewood patient; you may be a past patient, or utilize other healthcare facilities.
- People with opinions or insight on any portion of the Lakewood experience: from scheduling to bills, and everything in between.

## WHY

- You have a unique perspective of the Lakewood experience. You are the center of what we do, and why we do it.
- Through the use of online surveys, we are looking for both positive and negative feedback; what is going well and what is not.
- Our goal is to have as many people become part of **VOICE** as possible. People who are invested in Lakewood, and/or their community, and want to share their ideas and make a difference.

## THE SURVEYS

- One to two times a month you will receive a survey via e-mail. You can complete the survey whenever it is most convenient for you.
- Surveys will take no more than five minutes, and they are confidential and anonymous.
- Taking the surveys is always optional. You can opt out of **VOICE** at any time.
- **VOICE** allows Lakewood the opportunity to carefully analyze your survey responses and develop action plans to improve customer experience. Each **VOICE** participant will receive feedback on any actions or changes made as a result of the opinions shared.

## WHAT ELSE?

- All information (including your personal information and answers) are confidential. We will not know your identity when you complete a survey. No information will be shared with 3rd parties, or used for non-**VOICE** related purposes.
- These surveys differ from the patient satisfaction surveys you may receive after utilizing services at Lakewood. While those are crucial for letting us know how each aspect of your visit or service went, **VOICE** gives us immediate feedback and perspective on a wide-range of important topics and healthcare experiences from people from all different walks of life.



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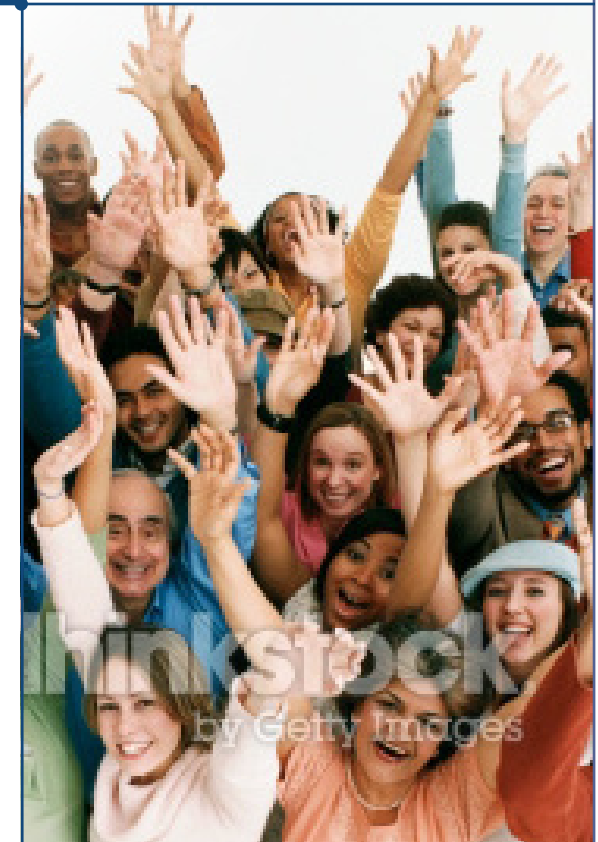
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