USA MEDDAC -ALASKA

- Mission -

Provide United States Army Forces in Alaska with sustained health service support and force health protection to enable Total Force Readiness, promoting health, and inspiring trust within our Military Community through high reliable healthcare delivery.

- Vision-

MEDDAC - Alaska is the premier healthcare delivery platform, providing expeditionary, responsive and medically ready and ready medical forces in support of USARAK and USAMDC missions to fight and win - anytime, anywhere.

- Motto-Above All We Care

C.A.R.E.S.

CARES is a recognition program that empowers patients, family members, supervisors, co-workers and visitors, to bring customer service excellence of Bassett Army Community Hospital personnel to Leadership's attention.

Compliments will be collected based on demonstrated behaviors of CARES qualities. All nominees will be recognized in a monthly ceremonial celebration.

How can <u>YOU</u> help raise the standard of customer service excellence?

Simple.....report excellence when you encounter it, every time you encounter it.

C.A.R.E.S.

Staff Recognition, Incentives, Awards/ Rewards Program

C - Compassionate

A - Attentive

R - Responsive

E - Enthusiastic

S - Service

If you have been the beneficiary or witness of **customer service excellence**, please take the time to fill out this CARES Award Nomination Form and place it in the nearest survey box or give it to any staff member.







www.bassett.wainwright.tricare.mil

Translator service is available 24 hours a day.

CARES Nomination Form

cellence in customer service. We are happy that you were satisfied with their efforts. Thank you for taking a few moments to nominate one of our staff members for the CARES Award to recognize their ex-

Who is the compliment for?	Who is the compliment from (optional)
-ull Name:	Full Name:
Clinic/ Service	Contact Info:
	Date:
Which C.A.R.E.S behaviors did the staff member demonstrate while assisting you?	while assisting you?
Compassionate Attentive In the spaces below, please describe how ou	e Responsive Enthusiastic our staff member went "above and beyond" the
all of duty to serve you. Please provide specific details of the actions that he/ she took to provide an excep- ional level of customer service to you:	of the actions that he/ she took to provide an excep-

THANK YOU FOR YOUR SUBMISSION. Please hand this form to a clinic receptionist, a clinic leader, the Patient Advocate, the Information Desk Clerk, or place it in any ICE suggestion box located throughout the hospital.