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U.S. ARMY MANEUVER SUPPORT CENTER OF EXCELLENCE FT. LEONARD WOOD, MISSOURI



## Media Release

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### FOR IMMEDIATE RELEASE

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### **GLWACH green APLSS get more green \$ *We like GREEN Army Provider Level Satisfaction Surveys!***

**FORT LEONARD WOOD, Mo.** – Answering an Army Provider Level Satisfaction Survey with positive feedback can help get additional funding for the General Leonard Wood Army Community Hospital to help provide better services for its customers.

“Those who receive an APLSS survey in the mail following a visit should fill out the survey completely and mail it in the self-addressed envelope provided,” GLWACH Commander Kirk Eggleston said.

“You can also follow the attached directions and go online to complete the survey electronically. The two best response options to the survey questions result in monetary rewards for GLWACH, while the median or lower responses result in a decrement in our funding from the Army Medical Command,” Eggleston said.

One limitation to the APLSS survey is that the responses and comments are anonymous, so GLWACH is unable to view details or respond to individual concerns.

“Please notify clinic leadership or use the ICE system (Interactive Customer Evaluation), which allows us to provide you with fast, personalized feedback if you have a concern,” Eggleston said.

“For immediate response--even faster than an ICE comment or locating clinic leadership--contact a patient representative,” Eggleston said.

The Patient Representative Office is located in GLWACH's main foyer, room 123, next to the main elevator bank, or contact them by phone at (573) 596-0045.

Also located near the Patient Representative Office is an interactive ICE machine for making an ICE comment electronically. The Information Desk offers ICE comment cards for making an ICE comment the old fashioned way, by hand.

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Reporters wanting more information, contact the Fort Leonard Wood Public Affairs Office at 573.563.4145

*About Fort Leonard Wood*

*Fort Leonard Wood is a thriving and prosperous installation that has evolved from a small basic training post 70 years ago to a premier Army Center of Excellence that trains 80-90,000 military and civilians each year.*

*Home to the Maneuver Support Center of Excellence, Fort Leonard Wood now trains and educates service members and develops doctrine and capabilities for the Training and Doctrine Command's U.S. Army Chemical, Biological, Radiological, and Nuclear School, U.S. Army Engineer School, and U.S. Army Military Police School, three gender integrated Initial Military Training brigades, one of only five reception stations in the Army, and the Army's largest Non Commissioned Officers Academy.*

*Over the past several years, Fort Leonard Wood has received numerous additional responsibilities to include supporting the 4th Maneuver Enhancement Brigade, a large Forces Command unit that is responsible for all deployable capabilities at Fort Leonard Wood. A colonel-commanded Marine Corps Detachment and an Air Force Detachment, which are both the largest on any Army installation, are located on Fort Leonard Wood; a large Navy Seabee Detachment and elements of the Coast Guard train here as well.*