

What is a **Mystery Shopper**?

This program is designed to improve the patient experience by identifying what staff members are rendering exceptional customer



service as well as identifying areas of improvement. **You** are the **Mystery Shopper** by volunteering to be part of this program.

How do I become a **Mystery Shopper**?

You can find the **Mystery Shopper** form by downloading it through our Munson Facebook page or our Munson Website. You can also stop by and see our Patient Advocates to pick up a form.

<https://www.facebook.com/munsonhealth/>

<http://www.munson.health.mil/> under **Other Links**

Where do I return the form?

Please return the completed form to our Patient Advocates in the Command Hallway located next to the information desk or in any of our comment/suggestions boxes located around the facility.

HELP MAKE US MAKE YOUR PATIENT EXPERIENCE BETTER!

****For more information, please contact our Patient Advocates at 913-684-6211/6110****