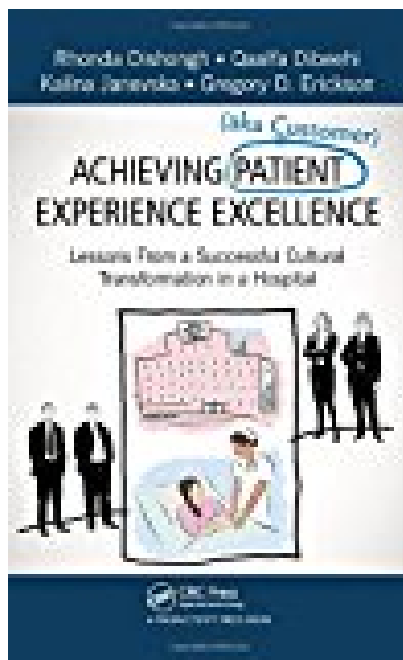


Achieving Patient aka Customer Experience Excellence Lessons From a Successful Cultural Transformation in a Hospital



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