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## 2019 Malinda S. Mitchell Award for Quality and Service

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To all SHC, ValleyCare and UHA Staff:

If your area has implemented a new service, strategy, process or program to improve customer service or the quality of care during the past year, you may be eligible for this award.

This is an ideal opportunity to be recognized for the outstanding performance improvements you and your team have made to improve Quality and Service at SHC, ValleyCare and UHA.

All completed projects with data are submitted in the A3 format and are due to be received by **4:30pm on November 13, 2019.**

The winning recipients will be announced at the SHC Employee Banquet being held on January 30, 2020, and at the Monthly Manager Meeting in February 2020.

Letters of Intent can be submitted now. When received, you will be sent the application process that will include a template for the A3.

For more information, please contact Barbara Kovach at [bkovach@stanfordhealthcare.org](mailto:bkovach@stanfordhealthcare.org).



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## Letter of Intent

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Dept/Unit

Submitted by: \_\_\_\_\_

intends to apply for the  
2019 Malinda S. Mitchell Award for Quality and Service.  
We agree to submit the documentation requirements  
to apply for the award.

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Project Title

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Name of Manager/Director

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Name of Vice President

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Contact Telephone Number

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Mail Code / Location

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Date

Please submit this completed letter of intent to:

Barbara Kovach, Program Project Coordinator  
Quality, Patient Safety & Effectiveness Department  
Room HC032C, MC 5306  
Phone: 650.725.9804  
Or scan and email to: [bkovach@stanfordhealthcare.org](mailto:bkovach@stanfordhealthcare.org)