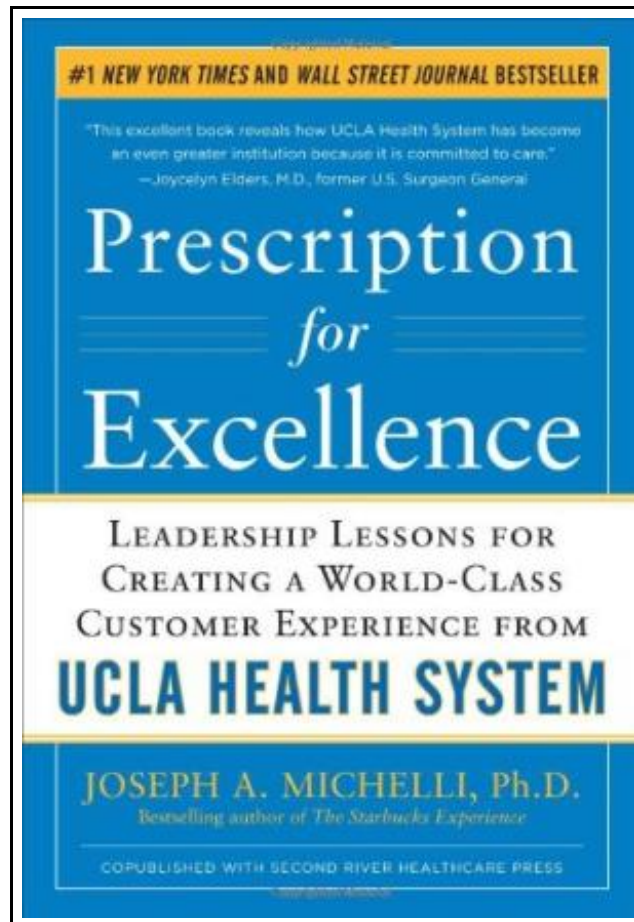


## Prescription for Excellence: Leadership Lessons for Creating a World-Class Customer Experience from UCLA Health System



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