



CUSTOMER INTELLIGENCE

A PATIENT EXPERIENCE THAT CARES AND ADDS VALUE

When emotions run high, the experience you offer matters more than in any other industry. Our solution enables measurement, rapid recovery and alignment to international standards.

Why the Healthcare Industry trusts us?

- We gather feedback from more than 6.7 million patients annually;
- Our predesigned toolkit removes the complexity of setting up Patient Experience (PX) measurement;
- Our measurement toolkit aligns to the international HCAHPS methodology providing opportunities for comparison and pre-emptive improvement;
- Real-time escalations provide the information necessary to recover from service failures while the patient is still in the facility;
- Reporting offers group and unit measurement and bench marking enabling the identification of pain-points.

Our solution makes PX easy!

WHAT YOU GET

We offer a ready-to-go PX measurement toolkit suited to any medical environment or hospital facility seeking to measure performance, process and overall experience through the Voice of the Patient.



Ready-to-go PX solution that measures what matters



An escalation process configured to your hospital's hierarchy



Reports for every level and unit of your hospital



Improved employee performance and engagement



Great patient experience across your facilities



WHAT GETS MEASURED?

PX is measured according to 8 key dimensions across various areas of the hospital to provide a standardised data collection methodology that aligns to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

The Voice of the Patient is collected at various touchpoints ranging from trauma or admissions through to discharge to produce comparable data on the patient's perspective of care allowing for meaningful comparisons between facilities.



MANAGING SERVICE FAILURES

- The PX toolkit includes escalations that can be triggered to both centralised or decentralised service recovery teams;
- Escalations are sent to the appropriate unit manager or team enabling service recovery (escalations are set up to mirror organisational hierarchy);
- Escalation workflows are designed according to best practices in terms of reminders and 2nd level escalations, but are adaptable to organisational requirements;
- Standard resolution codes enable measurement and reporting of causes of failures for continuous improvement.



UNDERSTANDING YOUR RESULTS

- The PX toolkit includes reports designed to provide insight into both operational and PX metrics;
- Reports can be accessed in real-time and/or distributed periodically;
- Reports provide a birds-eye view of collective patient experience within the hospital group compared against individual hospital scores;
- Enable Unit Managers with a comparative view of their scores to encourage improvement;
- Drive resolution of pain points in individual hospital units through processes that align to best practices in the medical industry.



BENEFITS OF THE TOOLKIT

- Pre-configured methodology ensures HCAHPS alignment and easy to implement measurement;
- Consistent, unbiased PX measurement enables comparable results across facilities and metrics;
- Comparable results allow for the creation of internal incentives to improve quality of care;
- Consistently identifying, managing and improving upon pain points creates trust among patients and enhances public accountability.

GETTING STARTED

We will be with you every step of the way

1. Provide facility and patient data
2. Confirm escalation paths
3. Confirm authorised access to reporting
4. Start measuring PX