

The consumerization of healthcare

Patients are paying more — and putting up with less



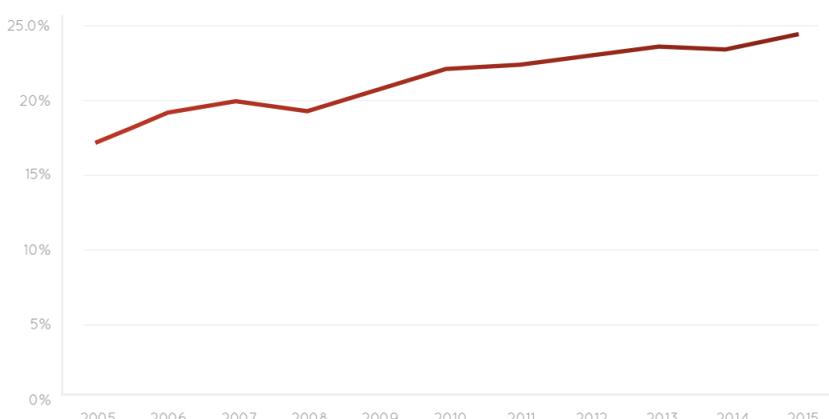
With a rapidly aging U.S. population, it's not unreasonable to think all medical waiting rooms today would be packed with patients. But not so.

Despite a greater overall need for healthcare services across the country, many practices, hospitals and health systems still are experiencing a decline in overall patient volume. The reasons? Well, it depends. But it may have less to do with outcomes and other clinical factors, and more to do with a new reality taking hold in the industry: Out-of-pocket expenses are soaring for many patients — and they're expecting more out of the experience. In short, patients are acting more like customers.

The percentage of high out-of-pocket spenders has increased over time

(Percent of enrollees OOP spending above \$1,000 inflation-adjusted to 2015 dollars), 2005-2015

— % above \$1,000 OOP spending



Out-of-pocket hikes affect both employer-based and individual plans



1 in 4

Patients covered by large employer plans who spend more than \$1,000 annually out-of-pocket



1 in 10

Patients covered by large employer plans who spend more than \$2,000 annually out-of-pocket



\$7,350

Maximum 2018 out-of-pocket costs for an individual plan sold on the Affordable Care Act exchanges



\$14,700

Maximum 2018 out-of-pocket costs for a family plan sold on the Affordable Care Act exchanges

CEO Survey: Top 10 challenges hospitals face

Keeping patients happy sits near the top of the list



Financial challenges



Governmental mandates



Personnel shortages



Patient safety and quality



Patient satisfaction



Physician-hospital relations



Access to care



Technology



Population health management



Reorganization (e.g., mergers, acquisitions, restructuring, partnerships)

Patient survey: Top 10 issues affecting satisfaction

Clinical factors only tell part of the story



Nurse empathy



Keeping patient informed



Doctor empathy



Outcome of procedure/care



Cleanliness of room



Room appearance



Quiet environment



Administrative simplicity



Single point of contact



Facilities



What are your patients' perceptions of their overall healthcare experience?

With hospitals today operating on the narrowest of margins, losing even one patient over poor customer service is too many. Complicating matters, most healthcare organizations still use traditional patient satisfaction surveys to track and monitor their patient satisfaction metrics, putting them at a huge disadvantage.

We make it easy for patients to provide real-time feedback, while their experiences are still fresh in their minds. Utilizing the latest technology, we also maximize the number of patients who participate in these studies, which provide richer, more informative data sets — so you can truly understand how your practice is doing.

What we do:



Q-Reviews

Q-Reviews is our Real-time Patient Feedback and Service Recovery platform for the outpatient setting.



Q-Rounding

Q-Rounding is our Patient Experience Rounding tool for the inpatient setting.



Q-Reminders

Q-Reminders is our Appointment Reminder tool for the outpatient setting.



Q-PROMS

Q-PROMS is our Patient Reported Outcome Measures tool to help improve patient outcomes.

Interested in learning more? Let's talk.

Based in New York City, Quality Reviews, Inc. was founded by leading healthcare providers and entrepreneurs with a combined 30-plus years of clinical, healthcare administrative and technology building experience. Quality Reviews, Inc. builds proprietary software to help healthcare provider organizations capture and analyze real-time patient feedback.



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