

# Measuring the patient experience

Providers have a lot riding on HCAHPS scores but lack real-time service recovery tools

Used by providers since 2006, the HCAHPS survey covers a wide range of issues like clinician communication, pain management, discharge information and hospital cleanliness. These publicly available survey scores can have a big effect on hospitals. Good scores mean happy patients and financial incentives. Bad scores mean unhappy patients and lower revenue — on top of the laundry list of inevitable challenges like poor staff communication. Unfortunately, most providers sit somewhere in the middle of the pack.

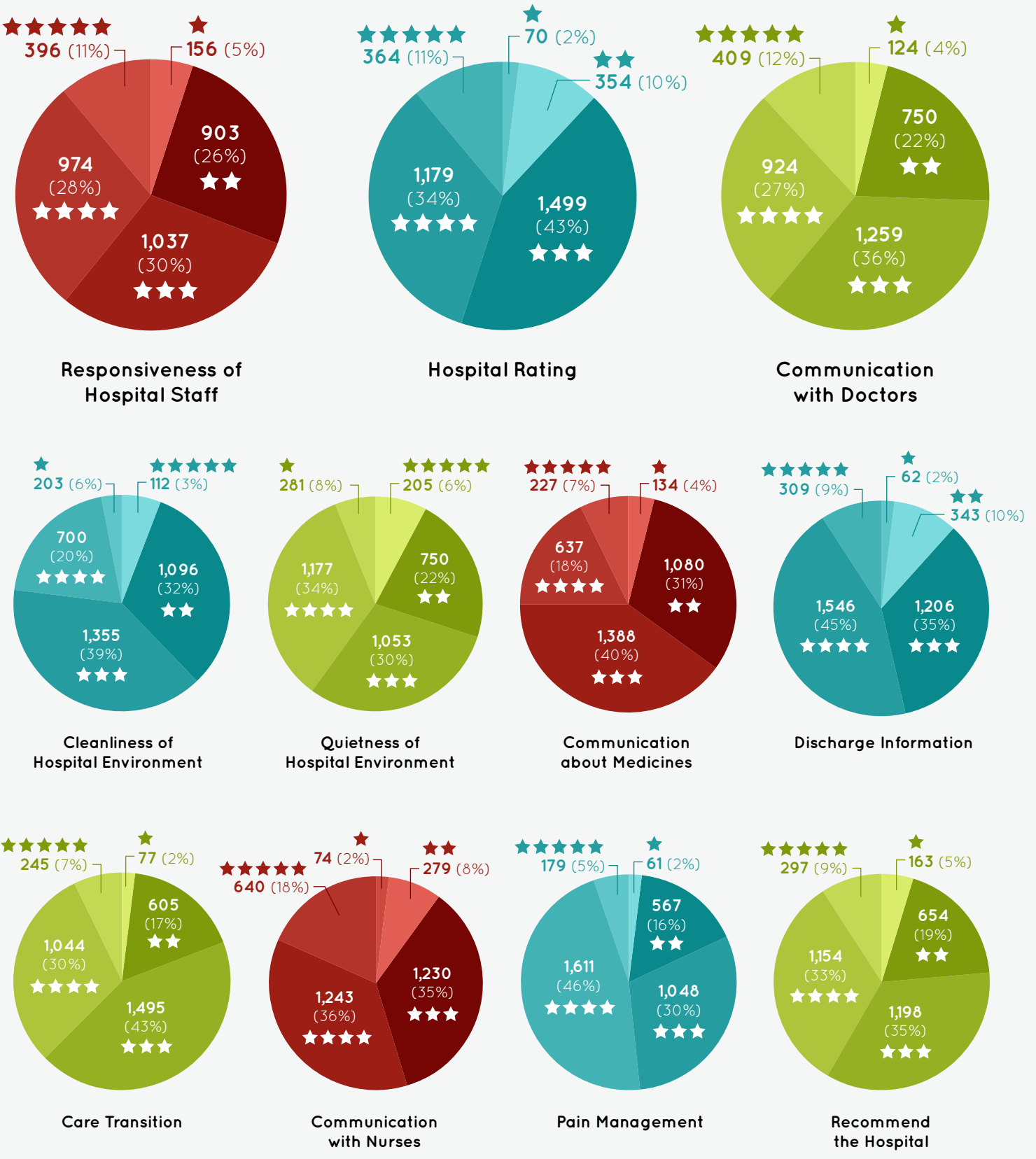
### What do you do with these scores? How do you improve?

The heart of improving HCAHPS scores lies in service recovery. Is service recovery a part of your institution's efforts to improve the patient experience? If not, it's time to start.

## HCAHPS Summary Star Rating: How do U.S. hospitals perform?



## HCAHPS Star Rating: Distributions



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 surveys to track and monitor patient satisfaction metrics, putting them at a huge disadvantage in terms of identifying service recovery opportunities.

We make it easy for patients to provide real-time feedback — and even easier for healthcare leaders to improve service based on this feedback. Utilizing real-time feedback, our service recovery and daily performance improvement tools help shift the focus onto the patient and promote a culture of service excellence.

## 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.

## 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 to facilitate service recovery.