

## Engage:

### The Monthly Digital Health Newsletter from Q Reviews.



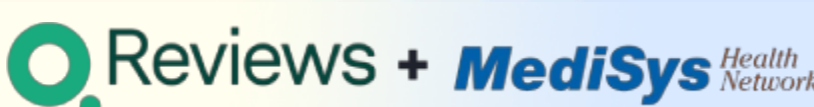
## How to Streamline Patient Throughput



If you've ever felt like navigating a hospital visit is more complex than it should be, you're not alone. Our recent blog delves into the common bottlenecks that patients, staff, and health systems face—from long wait times to administrative overload. It highlights how digital tools, like real-time feedback systems and automated task management, can transform the patient journey from check-in to discharge. By embracing these innovations, healthcare providers can enhance patient satisfaction, reduce staff burnout, and improve overall operational efficiency. It's a compelling read for anyone interested in creating a more seamless healthcare experience.

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## Q Reviews Expands Partnerships



MediSys Health Network, comprised of Jamaica Hospital Medical Center and Flushing Hospital Medical Center, continues its partnership with Quality Reviews to leverage the Q Insight solution to deliver exceptional care to its diverse patient population. Of note, MediSys will be deploying the Person-Centered Primary Care Measure (PCPCM) survey through the Q Insight solution to measure experience unique to primary care. With a partnership dating back to 2015, Quality Reviews and MediSys look forward to strengthening their partnership in the years to come.



Cityblock Health continues its partnership with Quality Reviews to stand up the Q Insights feedback and service recovery tool to better harness provider and payer partnerships and ultimately support their Medicaid and Medicare member needs across Florida, Illinois, Indiana, Massachusetts, New York, North Carolina, and Ohio. With goals to improve experience and meet patients when and where they need help immediately, Quality Reviews is looking forward to partnering with Cityblock on capturing experience along the member journey with dynamic personalized surveying and digital engagement

## Insights

Stay Up to Date with Insights Around Digital Health



**EHR Optimization: The Benefits of Having Digital Solutions on Top of Your EHR**



**Fixing Tech for Providers: Ensure Digital Tools Are Designed Around Physicians to Truly Support Their Work**



**4 Ways Technology Can Help Healthcare Scale**

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## Recommended Reads

Digital Health News and Patient Engagement Insights



### Enforcing Hospital Price Transparency: Lessons From CMS Actions

This article is the latest in the Health Affairs Forefront series, Provider Prices in the Commercial Sector, featuring analysis and discussion of physician, hospital, and other health care provider prices in the private-sector markets and their contribution to overall spending therein. Readers are encouraged to review the Call for Submissions for this series. We are grateful to Arnold Ventures for their support of this work.

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### How Will the 2025 Budget Reconciliation Affect the ACA, Medicaid, and the Uninsured Rate?

Congressional Republicans are considering a budget reconciliation package that would make significant changes to Medicaid and the Affordable Care Act (ACA). For example, the Energy and Commerce Committee released legislative text that includes work and reporting requirements for certain Medicaid enrollees and codifying changes in a recent Trump Administration proposed rule on the ACA Marketplaces, among other policy changes.

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### How digital tools and preventative action are improving healthcare systems around the world

Non-communicable diseases such as heart disease, diabetes and cancer were responsible for 75% of deaths globally (not counting COVID deaths) in 2021, according to the World Health Organization (WHO). This means these chronic diseases account for a significant portion of spending by healthcare systems that already face increasing pressure due to rising costs and ageing populations.

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## The PACE Model: A Comprehensive Approach to Elderly Care

*Dr. Sonni Mun, Chief Medical Officer of Quality Reviews, shares her latest thoughts*

When I discovered the PACE model —Program of All-Inclusive Care for the Elderly—I was amazed by its whole-person approach. It's not just about treating illness; it's about helping seniors live independently through integrated medical, social, and behavioral services. With care teams tailoring support to each participant, PACE offers a dignified, community-based alternative to nursing homes.



Sonni Mun, MD, Chief Medical Officer of Quality Reviews

Regarding PACE, I've been asking my colleagues who are CMOs and physician leaders:

- How are you currently addressing the growing demand for coordinated, community-based care among older adults?
- In what ways could your care teams benefit from a more integrated, person-centered model like PACE?
- Are you leveraging technology effectively to streamline enrollment and manage complex care delivery for aging populations?

Technology plays a pivotal role in enhancing PACE's effectiveness. From streamlining patient enrollment to providing ongoing education and facilitating cost-effective care coordination, tech solutions are integral to meeting the complex needs of this population. For anyone interested in a comprehensive, compassionate approach to elder care, the PACE model offers valuable insights.

[Learn from a CMO's Perspective](#)

**Better Healthcare is One Tap Away**

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