

Healthcare leaders: Is your patient experience data actionable?

Physician bedside manner. Facility cleanliness. Nurse response time.

These are just a few of the factors that influence how patients feel about their healthcare experience. If a patient has an issue, you'll likely hear about it. But will it be too late?

Medicare now considers patient satisfaction scores when calculating its value-based purchasing program's potential 2 percent penalty or reward. Yet, healthcare administrators and chief patient experience officers (CXOs) often learn about patient complaints too late in the game to protect a facility's online reputation and bottom line.

Survey: Goals of the patient experience office

Key CXO Goals	Expected Benefits
Hit or exceed CAHPS-related targets	Improve reimbursements, avoid penalties
Provide a consistent experience across facilities	Higher patient satisfaction and loyalty
Build awareness of improving experience	Staff see how better experience impacts their role
Improve health literacy	More informed patient decision-making
Address operational challenges	Enable continuous improvement
Align with industry best practices	Leverage evidence-based frameworks

Survey: The current patient feedback collection landscape

Measure	Percent of hospitals using measure
CAHPS or HCAHPS	91
Quality data	84
Safety data	78
Compliments and complaints	72
Employee engagement surveys	67
Employee metrics	61
Operational data	58
Financial data	57
Employee satisfaction measures	18
Net Promoter Score	10

Unmet survey needs, in order of importance:

- Capture patient sentiment at point of care
- Provide direction for point-of-care surveys
- Capture patient sentiment beyond surveys
- Understand the impact of the "human touch"
 - Analyze open-ended answers
- Populate a data warehouse
- Help healthcare organizations develop their strategy

Staying on top of patient service issues is challenging, even with a well-equipped patient experience team. And while most healthcare organizations use traditional paper surveys to track and monitor patient satisfaction metrics, today's healthcare administrators and CXOs need real-time insights that are tied to patient experience goals.

We can help. Quality Reviews offers innovative service recovery tools that produce actionable data and insights that enable real-time adjustments.

Quality Reviews



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.



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