



Healthcare today is evolving into a consumer-focused industry.

As a result, many providers are embracing the shift to retail by bringing patients into the clinical conversation and designing facilities and services around their specific needs. Leading hospitals and health systems also are practicing service recovery, stepping in when customers and their family members have questions about their care, listening to their concerns when expectations fall short and rectifying issues, whenever possible.

A mainstay of the hospitality and travel industries for decades, this new approach can help traditional providers remain viable in an era of increased competition. But some providers lack the tools to perform service recovery — or an understanding of why it's so crucial in this changing landscape.

Survey: Major issues confronting hospital CEOs

Consumer demands round out the top 5 concerns



Financial challenges



Governmental mandates



Personnel shortages

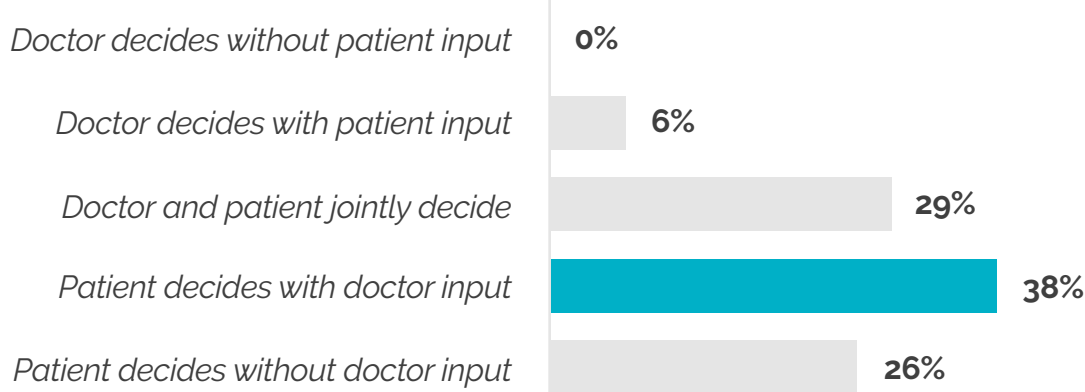


Patient safety and quality



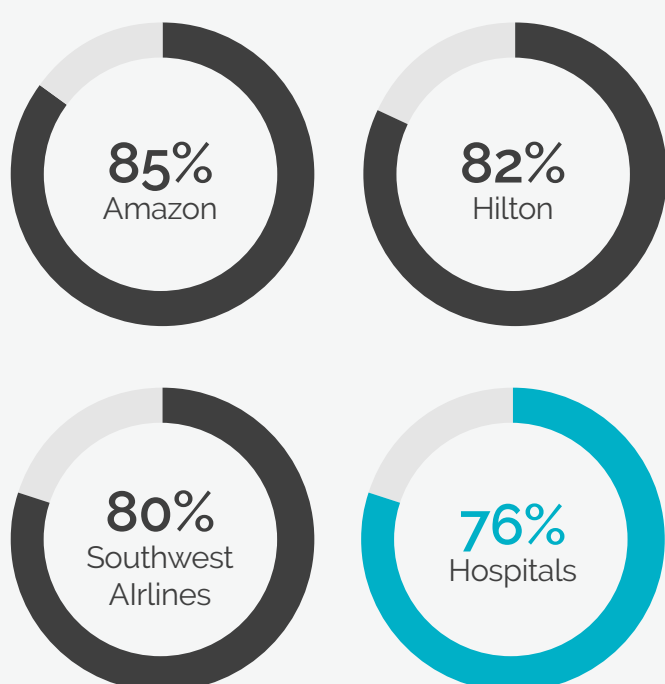
Patient satisfaction

Survey: Majority of patients now want role in clinical decision-making



Mind the consumer expectations gap

Satisfaction scores show top retailers, airlines and hotels outrank hospitals

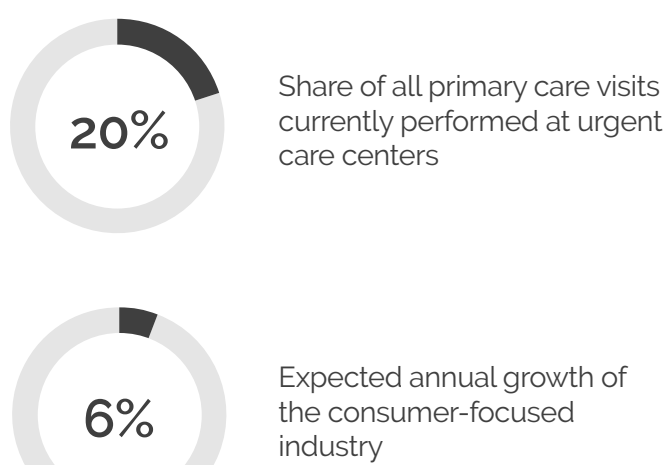


Doc-in-a-box

Traditional providers face increased competition from retailers

\$18 billion

Annual revenue currently generated by urgent care providers



Service Recovery: A Strategy for Success

Embracing healthcare consumerism starts by incorporating patient preferences into every part of the organization — from billing to technology, to facilities and administration, and human resources to clinical decision-making. It can be overwhelming. A good place to start? Empowering frontline associates with these five tactics when caring for patients and their family members:

- ✓ Listen
- ✓ Offer a blameless apology
- ✓ Offer to help
- ✓ Follow through
- ✓ Keep it professional

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.