

Millennials and the healthcare consumer revolution

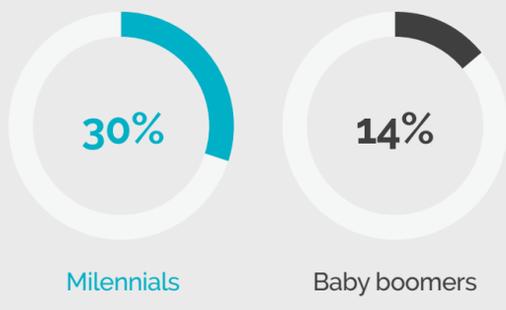
How 'Generation Meh' is shaping America's \$3 trillion industry



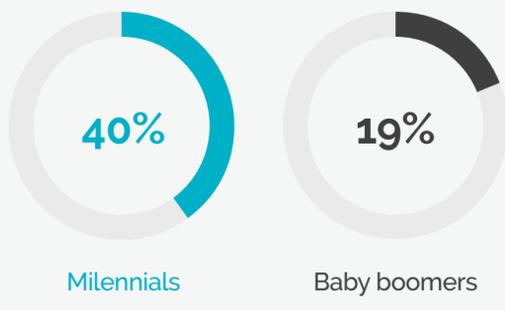
Millennials, individuals born between 1982 and 2000, now number 81.3 million in the United States, according to U.S. Census Bureau data. What's more, millennials now are the largest generation in the U.S. labor force, according to Pew Research Center data.

Like it or not, millennials hold tremendous influence, and companies — including healthcare organizations — have taken notice. **But just how are millennials changing healthcare?** More than anything, they're demanding a shift toward consumer-oriented service.

How likely are you to use a walk-in clinic?



How likely are you to consider telemedicine?

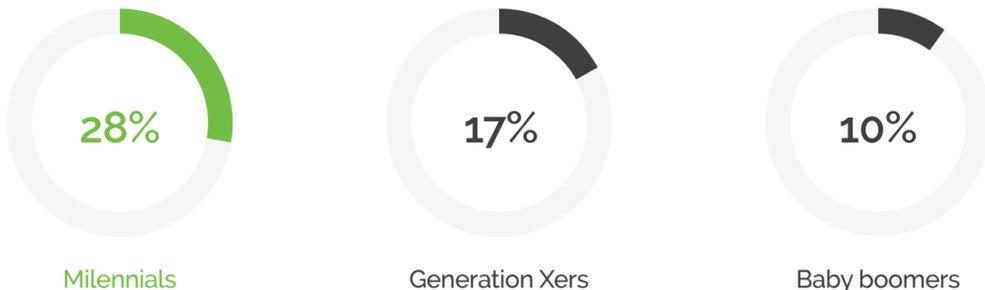


Social media-based decision-making

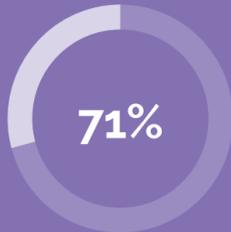


of millennials consider online reviews from other patients when selecting a doctor.

Survey: Millennials more likely to use online healthcare cost-tracking tools



Is there an app for that?



of millennials would like their provider to use a mobile app to explain or deliver care.

Embracing healthcare consumerism

To attract millennials, healthcare organizations must see patients as retail consumers. 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.



www.q-reviews.com
info@q-reviews.com
 (646) 875-8829

Quality Reviews, Inc.
 141 W 28th St, 9th Floor
 New York, New York 10001