

Patient Satisfaction Improvement (HCAHPS) “Real Time”



Current Systems Outdated

- * No ability to correct issues “live” with patient or family
- * Long delays in gathering data / responses
- * Gathers data but not driving change
- * All analysis retroactive
- * No impact on readmissions
- * Another separate data set to look at



Readiness Rounds Proactive Improvement

- * Interacts with patient during stay and immediately after discharge
- * Corrects issues “real time”
- * Drives improvement (not measurement) of experience
- * Closed loop follow up / escalation assures high awareness & correction
- * Single platform to manage Value Based Purchasing financial risk
- * Two key initiatives