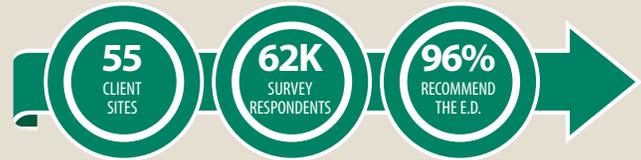


# REAL-TIME PATIENT SATISFACTION TOOL PROVIDES BETTER TRAINING AND SUPPORT TO THE E.D.



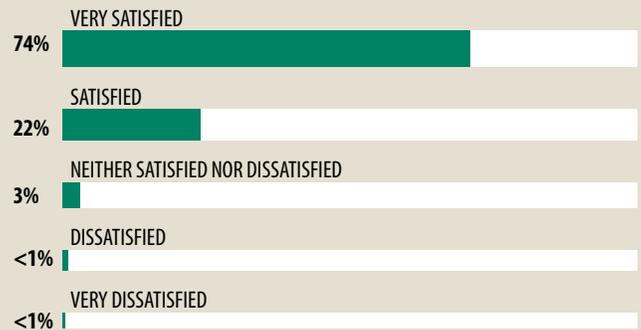
**Quality Benchmarking:** Real-time surveys identify problematic patterns early and allow hospitals to take immediate corrective actions that can result in positive future outcomes and performance metrics. Because of those corrective actions, results like the following become a reality.



## Wait Time Average



## Explanations & Instructions



## Recommend Staff member for Exceptionally Good Service



**Challenge.** Feedback plays a critical role for the emergency department's quality improvement process. Yet the services of many patient satisfaction survey companies are expensive, and the results are so delayed that there is little value in helping identify or correct issues. The lack of timely patient satisfaction data can make it very difficult for the Medical Director and physicians to know where to focus improvement efforts.

**Solution.** An effective on-site, real-time patient satisfaction program can provide the information needed to make meaningful improvements. At many of its contracted facilities, EmCare<sup>®</sup> uses cutting edge technology, including portable tablet computers for bedside use and touchscreen kiosks in the patient discharge area in the emergency department (E.D.) to allow patients and families to easily provide feedback regarding their E.D. experience. Alerts are sent to the E.D. nursing and physician staff, the Medical Director and the administrator on duty so they know within moments if a patient was either extremely satisfied or dissatisfied. The immediate feedback affords the opportunity to recognize and reward as well as quickly perform service recovery. This not only enhances patient satisfaction, but may also reduce risk by improving patient safety and compliance with discharge instructions.

**Result.** EmCare's implementation of real-time real-time patient surveys has positively impacted patient, physician, nursing and administration satisfaction, and enhanced the focus on patient experience awareness and training.

The completion percentage of 'surveys to E.D. visits' averages over 20 percent, which far exceeds the return rate of many well-known survey tools. The large sample size provides relevant feedback that helps the department focus on improvements that matter.

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