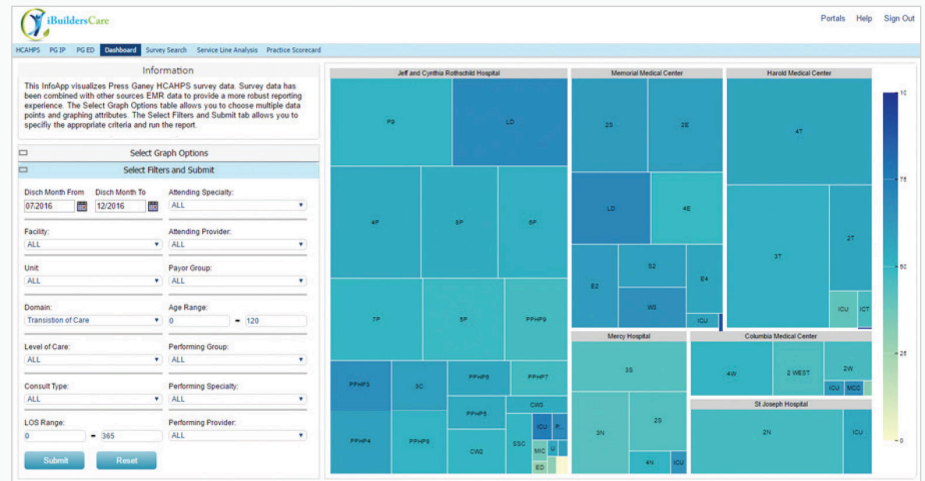


Omni-HealthData Insights: Hospital Patient Experience

Monitor and Improve the Complete Patient Journey

Highlights

- Identify Top Box improvement opportunities
- Re-create the HCAHPS Survey with specific patient response data
- Improve HCAHPS scores and Star ratings
- Monitor and highlight patient satisfaction
- Correlate staffing levels with patient experience
- Drill down to detailed survey data



The Hospital Patient Experience application, part of the Omni-HealthData Insights Suite, helps healthcare providers monitor and improve the patient journey. Users can see by hospital the areas performing at Top-Box levels.

Hospitals, health networks, and other care providers face many challenges associated with the shift to value-based business models. At the same time, they must find ways to drive quality improvements, increase cost-efficiency, and improve the overall patient satisfaction indicators.

The Hospital Patient Experience (HPE) application, a component of the Omni-HealthData Insights Suite, provides a mechanism for monitoring and improving the patient experience. Executive, departmental, and operational dashboards are provided with complete drill-through capabilities. Individual surveys and detailed data can be exposed through drill-downs, while senior leadership monitors trends and examines correlations to identify opportunities by unit, department, service line, and more. The entire patient experience includes touch points from any care team member who interacts with a patient.

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Metrics and Measures

Measures in HPE provide a better understanding of how patients perceive their hospital stay from admission to discharge. This includes:

- HCAHPS Survey Categories
- Individual hospital system-supplied survey questions

Users

The Hospital Patient Experience application is well-suited for a whole host of users, including:

- Service-Line Leaders
- Patient Experience Department
- Hospital Operations
- C-Suite
- Network Performance Teams
- Nurse Management
- Clinical Analysts
- Department Heads

Features

Hospital Patient Experience collects, unifies, and harmonizes data from diverse sources, and presents it via a series of executive, departmental, and operational dashboards, with complete drill-through capabilities that allow stakeholders to:

- Operationalize insights that are culled from visuals
- Obtain views of the entire patient journey – from admission through discharge
- Closely monitor patterns, trends, correlations, and dependency relationships by unit, department, or service line
- Drill down to detailed data, such as individual surveys
- Disseminate provider- or department-level feedback to areas not addressed by patient survey results
- Enable a Plan-Do-Study-Act (PDSA) performance improvement model
- Re-create the HCAHPS Survey with specific patient response data
- Quickly identify Top Box improvement opportunities with visibility down to the care team
- Merge hospital-developed questions with Press Ganey responses

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