



Quick Pulse Surveys



Patient Portal can contact all in-patients at some point during their stay to solicit real-time feedback relative to the hospital experience. This feedback would be in the form of three questions and the patient responses would be available to the hospital through our web-based dashboard tool, in real-time, providing an opportunity to act prior to patient discharge.

Improved Patient Satisfaction and Communication:

- Customized survey designed to assess perception of operational activities
- Instant feedback allows for immediate response
- Timely, flexible and cost effective
- Non-intrusive—can be done in conjunction with admit, transfer or discharge calls associated with television/telephone rental

Address Immediate Issues and Develop Improvement Plans:

- Web-based system for real-time response
- Monthly summary of all responses