

Measuring Patient Experiences

The final step of our process to redefine your service culture is measuring your success—evaluating your efforts and assessing their real impact on patient experience.

Through qualitative and quantitative methodologies, we'll help you measure your patient experience delivery against the established standards of performance, ensuring your culture is properly reflected in every facet of their experience.

With our robust measurement tools, your leaders will receive real insights in real-time about your team's performance, enabling you to identify and address training needs.



Embedded Quality Inspections – Inspections conducted via anonymous mystery shops called Embedded Quality Inspections. This tool will embed Analysts with Patients and their families. Analyst will be anonymous to the Staff. The inspection will utilize a checklist of standards focusing on the specific behaviors trained.



Announced Quality Inspections – Inspections conducted via observations in the workplace. In the case of call center positions, audits of live or recorded calls will be performed. Analysts will utilize the same checklist of standards focusing on specific behaviors trained.



Patient and Guest Intercept Surveys – Analysts will intercept patients or their families while still in care. Survey questions will focus on Guests' perception of the experience and staff behaviors specific to standards trained. Data is available to Leaders in real-time, allowing for more timely actions to address perceived issues.



Staff Intercept Surveys – Trainers will conduct brief intercept surveys with Staff periodically following the initial implementation. The objective is to gauge how effectively and consistently individuals have been engaged by their Leaders through ongoing coaching and communication of the initiative in the workplace. This allows us to identify departments or individual Leaders that require more support in the process.