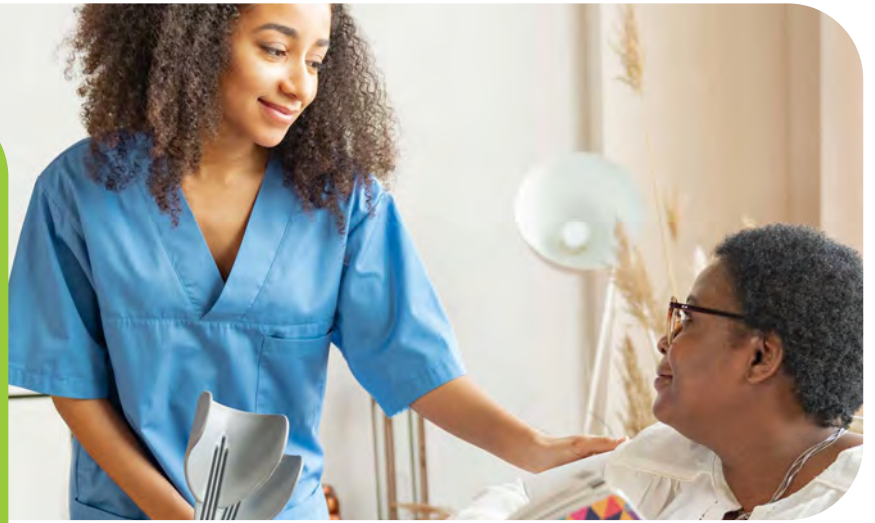


## PATIENT EXPERIENCE SOLUTION



## A Patient Experience that Cures, Cares and Adds Value

When emotions run high the experience you offer matters more than in any other industry. Our Patient Experience solution enables measurement, rapid recovery and alignment to international standards.

### Why the healthcare industry trust us?

- We gather feedback from more than 69.7 million patients annually.
- Our predesigned toolkit removes the complexity of setting up Patient Experience (PX) measurement.
- Our measurement toolkit aligns with the international HCAHPS methodology providing opportunities for comparison and pre-emptive improvement.
- Real-time escalations provide the information necessary to recover from service failures while the patient is still in the facility.
- Reporting offers group and unit measurement and performance benchmarking, enabling the identification of pain or friction points.

## Our solution makes PX easy!



### What you get:

We offer ready-to-go PX measurement toolkit suited to any medical environment or hospital facility to measure performance, process and overall experience through Voice of the Patient.



Ready-to-go PX Solution that measures what matters.



An escalation process custom-configured to your hospital's unique hierarchy.



Reports for every level and unit of your hospital.



Improved employee performance and engagement.



Great patient experience across your facilities.

## What gets measured?

Patient experience is measured according to 9 key dimensions across various areas of the hospital to provide a standardised data collection methodology that aligns to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

## Managing service failures

- The toolkit includes escalation that can be triggered to both centralised or decentralised service recovery teams.
- Escalations are sent to the appropriate unit manager or team, enabling service recovery (the escalation process matches that of your organisational hierarchy).
- Escalation workflows are designed according to best practices in terms of reminders and second-level escalations but are adaptable to your organisation's needs.
- Standard resolution codes enable measurement and reporting of the causes of failure for continuous improvement .



## Getting started

At Smoke CI, our role is to be your trusted partner serving as expert extensions to your teams. We provide you with the expert advice, industry best-practice, feedback data and insights needed to elevate your CX programme, allowing you to focus your efforts on creating value for your customers, employees, and businesses.

## Benefits of the toolkit

- The pre-configured methodology ensures HCAHPS alignment and easy-to-implement measurement.
- Consistent, unbiased PX measurement enables comparable results across facilities and metrics.
- Comparable results allow for the creation of internal incentives to improve the quality of patient care.
- Consistently identifying, managing and improving upon pain points creates loyalty among patients and enhances public accountability.

## Understanding your results

- The PX Toolkit includes reports designed to provide insight into both operational and PX metrics.
- Reports can be accessed in real-time and/or distributed periodically.
- Reports provide a birds-eye view of collective customer experience within the organisation compared to individual departmental or team scores.
- Enables unit managers with a comparative view of their scores to encourage healthy competitive improvement.
- Enables resolution of pain points in individual departments through niche and focused interventions aimed at specific improvements.



### Thank you.

To discuss how to get the best results from your surveys, speak to a CX Expert today.

[marketing@smokeci.com](mailto:marketing@smokeci.com) | [www.smokeci.com](http://www.smokeci.com)



 [Contact us](#)