

# Patient Satisfaction Dashboard

Health Care DataWorks' Patient Satisfaction dashboard provides insight into the ultimate reflection of success of a Health System.

If patients aren't satisfied with the care they received at a facility, no matter how good the clinical outcome, they will tell everyone what they felt went wrong. All Health Systems understand this, and perform Patient Satisfaction surveys. But who analyzes the results?

## Features:

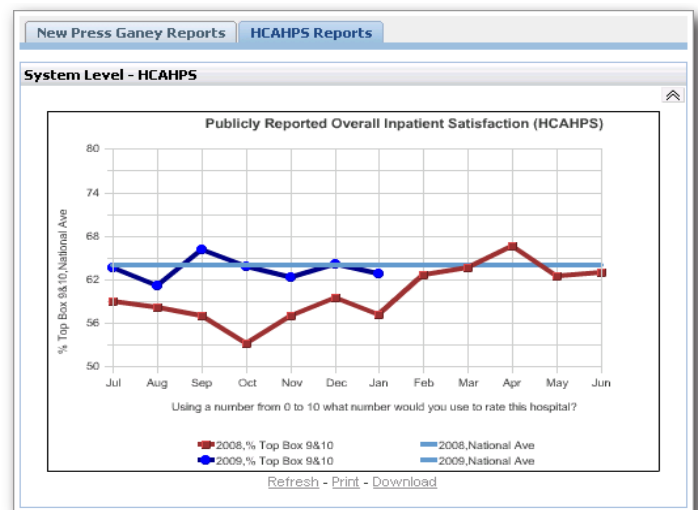
This dashboard is designed to provide valuable feedback to all staff of an organization on the quality of care as perceived by the patients.

There are several reports that provide details which help the user understand the areas that are doing well and others that need improvement. For example, the overall patient satisfaction can be viewed by:

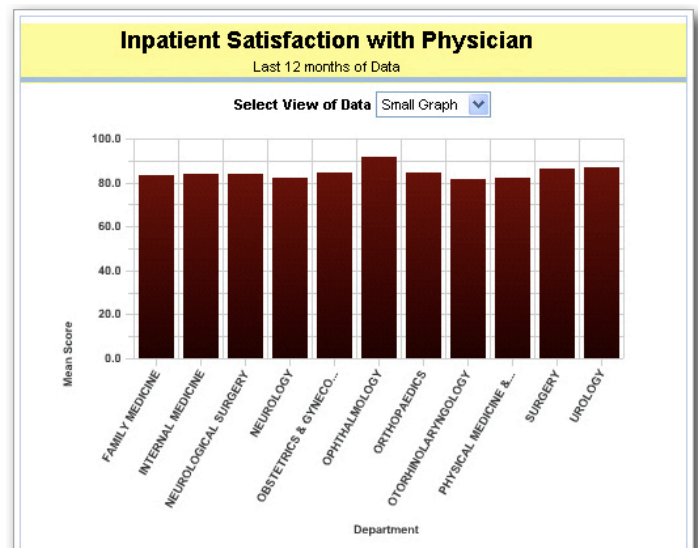
- Health System
- Business Unit
- Department
- Division
- Nursing Unit
- Clinical Service
- Physician
- Ambulatory Surgery Centers
- Outpatient Physician Offices

## Value:

The Patient Satisfaction dashboard provides all stakeholders responsible for patient care the ability to view customer service performance metrics. This understanding allows all staff and leadership to act upon the feedback provided by the patients and take appropriate measures to improve delivery of patient care.



Overall HCAHPS (Hospital Consumer Assessment of Healthcare Providers Survey) inpatient satisfaction.



Inpatient satisfaction by department with drill downs to physician level report.