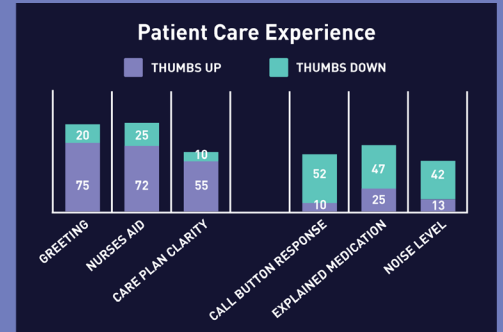
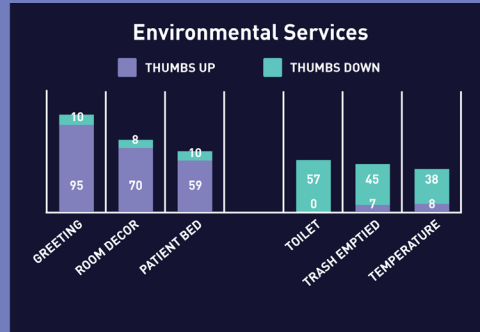
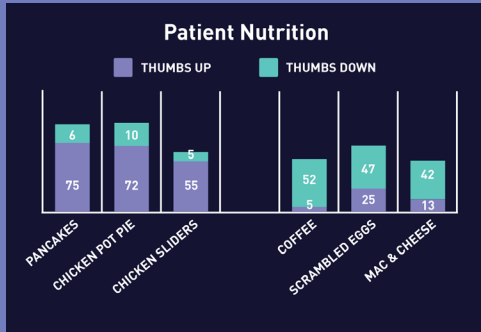


# Experiencia in Action

Helping a 500-bed hospital identify and resolve root causes of patient dissatisfaction

## Patient satisfaction issue:

Low satisfaction scores at a 500-bed hospital indicated that there were opportunities for improvement, but lacked the specifics on where hospital staff should focus their efforts to make an impact.



## Root cause identification:

Experiencia enabled easy drill-down into the specific root causes identified during patient rounding. With Real-time Actionable Data, the teams **quickly and clearly identified the opportunities for action** across Patient Nutrition, Environmental Services, and the Patient Care Experience. Coffee, trash, and the call button response were the major opportunities identified for improvement.

## Solution:

The teams were able to **respond to patient needs in real time**, resolving issues before patients left the hospital. They also made strategic changes to how they communicated with patients, call button response processes, the quality of coffee, and the frequency of emptying the trash.

## Results:

These changes contributed to a **10-point Top Box improvement** and a nearly **26% increase in the percentile ranking** from 2020 to 2021.

