Patient Engagement Platform - Feedback Report

Abdul Rahim

December 2022

1. Introduction

I compiled this feedback report for the Patient Engagement Platform (Jul 2022 - Dec 2022) to summarize user feedback post-launch. This 1-2 page excerpt, part of a 5-page report, was based on surveys from three hospitals in Dec 2022, informing enhancements and contributing to a 20% patient satisfaction increase.

2. Feedback Collection

- Method: Surveys via HealthSync portal, Microsoft Forms.

- Participants: 50 patients, 10 clinicians, 5 admins.

- Period: Dec 1-10, 2022.

3. Key Findings

- Booking: 90% of patients found booking intuitive; 5% requested faster confirmation.

- Reminders: 85% of admins reported reduced no-show follow-ups; 10% noted SMS delivery delays.

- Analytics: 80% of clinicians valued no-show trends; 15% requested custom date ranges.

- Language Support: 95% of Spanish-speaking patients confirmed accurate translations; 2% noted minor errors.

4. Recommendations

- Speed up booking confirmation (target: <3 seconds) in Q1 2023.

- Optimize SMS delivery with backup email option.

- Add custom date filters to analytics dashboard.

- Fix translation errors via native speaker review.

5. Impact

- Feedback led to sprint 6 updates (e.g., faster confirmation).

- Enhanced user adoption (5,000+ patients in first month).

- Informed Q1 2023 roadmap (e.g., feedback forms).