

iRound for Patient Experience

What is it?

iRound for Patient Experience helps hospitals understand and improve patient experience in real-time to build patient loyalty and create a consistently excellent “brand” experience. The technology combines a mobile-based system for collecting patient feedback with an integrated reporting and analytics system that automatically consolidates data from the mobile-based tool and presents it in user-friendly dashboards. The technology also helps expedite service recovery and enables leaders to identify opportunities for process improvement and staff coaching and recognition.

60%

decrease in patient grievances

40%

increase in HCAHPS rank sustained over 24 months

What to Listen For

Improving patient experience, Raising HCAHPS scores, Increasing patient loyalty, Enhancing employee engagement in patient experience, Reducing the workload of nurse managers

What is Unique?

- Enables prompt action upon discovering a patient experience issue
- Automatically sends reports to leadership
- Quickly indicates rounding status of all patients in a unit
- Flexibility in the tool allows for dialing patient rounding, plus leader rounding, and other customized applications
- Dedicated Advisor support and best practice research built on over 15 years of research

The Details

Launch Date: 2013

Average Cost: \$90K - \$150K

Audience:

Patient Experience Executives,
CNOs, CEOs, CFOs, COOs,
CHROs

How to Start the Conversation

- Is improving patient experience a top 3 priority at your organization?
- What initiatives do you have in place to improve HCAHPS scores?
- How are you holding nurses accountable to daily rounding?
- What is your biggest patient satisfaction issue?

Related Products

Nursing Executive Center, Talent Development, Survey Solutions – Employee Engagement, Health Care Advisory Board