EADSBAR

|  |  |
| --- | --- |
| **Title** | Sentiment Analysis – Patient Satisfaction |
| **Solution Type** | Services |
| **Attachments** | [Project Charter](../TMCharter_V1.pdf)  [Solution Delivery Document](../TMSD_V1.pdf) |
| **Situation** | UNC Lineberger Cancer Center records patient survey responses to measure patient satisfaction; however they do not leverage such insights due to lack of sentiment logic and analytical solution. |
| **Background** | Executive Sponsors at the UNC Lineberger Cancer Center recognized the need for a deeper understanding of patient experiences in oncology and reached out to EADS for partnership. Although the UNC Lineberger Cancer Center initiated the ask, the project will likely scale across the entire health care system. Press Ganey, a third party health care research/survey firm captures patient experience inputs via survey design. This initiative aims to use the survey responses to perform ongoing sentiment analysis to ensure patient experience is maintained at an acceptable level and identify areas for improvement. |
| **Assessment** | EADS performed a data requirement discovery and exploratory sentiment analysis (See attached Solution Delivery Document) to investigate the worthiness of such initiative. The initial results confirmed the feasibility and worthiness of the project. |
| **Recommendation** | Consulting services will build an algorithm to perform sentiment analysis and a scorecard to monitor patient satisfaction by hospital department. Such findings and core logic will likely be handed off to the solution delivery team for a product. |
| **Submitted by** | Polly Mitchell-Guthrie |
| **Date Submitted** | January 9, 2018 |
| **Status** | 1- Submitted |