

Patient Experience

Characterization of patient experience sentiments across the US on Twitter over four years. The analysis is performed at various geographical perspectives, including national, regional and population levels; as well as at various temporal perspectives, including year, day of week and hour of day.



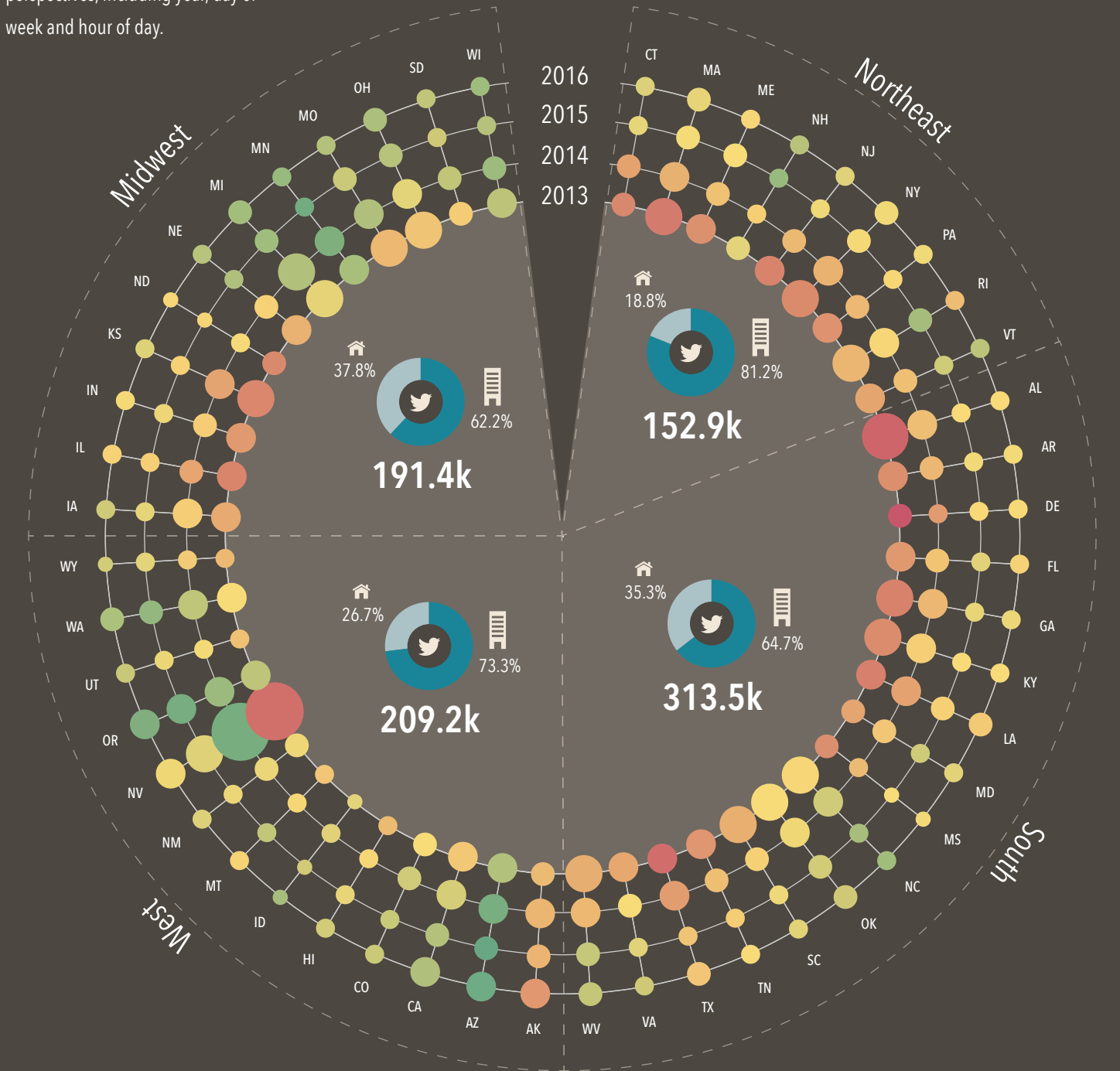
2.8 million
PATIENT EXPERIENCE TWEETS
across all regions



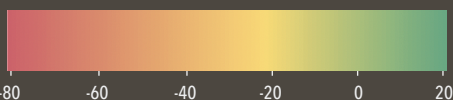
8pm - 10am
MOST NEGATIVE TIMES
across all regions



Fri & Sat
LEAST NEGATIVE DAYS
across all regions



Avg. sentiment polarity per 100k residents



Tweets per 100k Twitter residents



Metro Area
> 50,000 persons



Non-Metro Area
< 50,000 persons