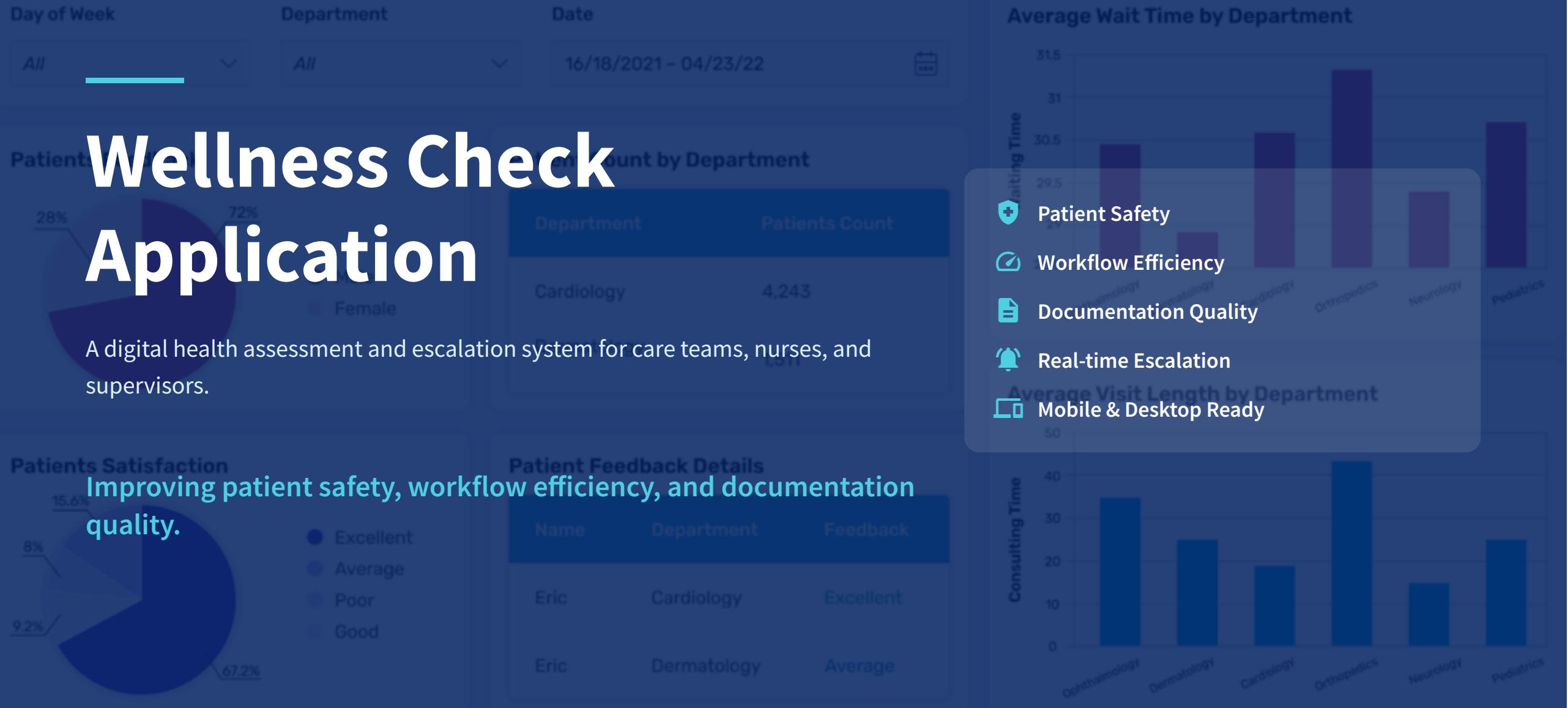


# Patient Experience Analysis Dashboard



# ⚠ The Challenge



## Manual Assessments

Inconsistent documentation across staff



## Slow Escalation

Delayed response to abnormal readings



## Fragmented Communication

Disconnected channels: phone, email, paper



## Delayed Decisions

Supervisor approvals take too much time



## No Unified History

Patient data scattered across systems



## Compliance Risks

High safeguarding and regulatory concerns



The result: **inefficient workflows, missed risks, and staff burnout**

# Our Solution

The screenshot shows the "Wellness Check Application" interface. At the top, there's a navigation bar with "Power Apps | Fitness Assessment Canvas App". Below it is a header with the title "Wellness Check Application" and a profile picture of a person. On the left, a sidebar lists patients: Jonathan Silva, Andy Warren, Camille Knight, Charlie Sohm, Allison Gonzalez, Liam Dubois (selected), Lee Wong, Mary Hamilton, Matt Peterson, and Corbin Ward. The main area displays "Patient Info For: Liam Dubois" with a photo, phone number (904) 555-5555, and two buttons: "Check For Glucose Levels" (green checkmark) and "Check For Depression" (green checkmark). Below this is a table of wellness check history:

Wellness Check Date	Assessor	Overall Health	Escalation Info
02/12/2025 20:08	bXXX@XXXX.com	★★★★★ Approved	✓ Request ⚡ 🗑️ 🏠
23/11/2025 21:51	bXXX@XXXX.com	★★★★★ Not Approved	✗ Request ⚡ 🗑️ 🏠
16/11/2025 14:42	kXXX@XXXX.com	★★★★★ Not Approved	✗ Request ⚡ 🗑️ 🏠
22/10/2025 15:07	aXXX@XXXX.com	★★★★★ Not Approved	✗ Request ⚡ 🗑️ 🏠

A "New Well Check" button is at the bottom right. At the very bottom of the screenshot, there are three buttons: "Power Apps", "SQL Server", and "Power Automate".

## Centralized Assessments

Unified platform for all wellness checks

## Real-time Information

Instant access to current patient data

## Automated Workflows

Streamlined escalation processes

## Integrated Communication

Teams, email, and phone connectivity

## Secure Documentation

Fast, accurate, and audit-ready records

## Multi-device Ready

Works on mobile and desktop devices

# Who It Is Built For



## Field Nurses & Carers

Frontline staff conducting daily wellness checks and monitoring patient health



## Clinical Supervisors

Healthcare professionals overseeing patient care and approving escalations



## Operations & Compliance

Administrators ensuring regulatory compliance and operational efficiency



## Healthcare Administrators

Management staff overseeing care delivery and resource allocation



## Residential Care Homes

Facilities providing round-the-clock care for residents



## Community Health Programs

Organizations delivering health services across local communities



Each role receives **tailored value** from the unified wellness check system

# Key Features



## Patient Dashboard

Photo, contact info, health flags

Quick Access



## Wellness History

Timeline of past checks with assessor info

Track Progress



## Digital Assessment Form

BP readings, glucose, temperature, meds, mood, weight, comments

Comprehensive



## Escalation Workflow

One-click escalation, supervisor approval via Teams and email

Rapid Response



## Record Management

Edit or delete entries with confirmation

Data Integrity



## Communication Tools

Call, email, or Teams directly from the app

Seamless

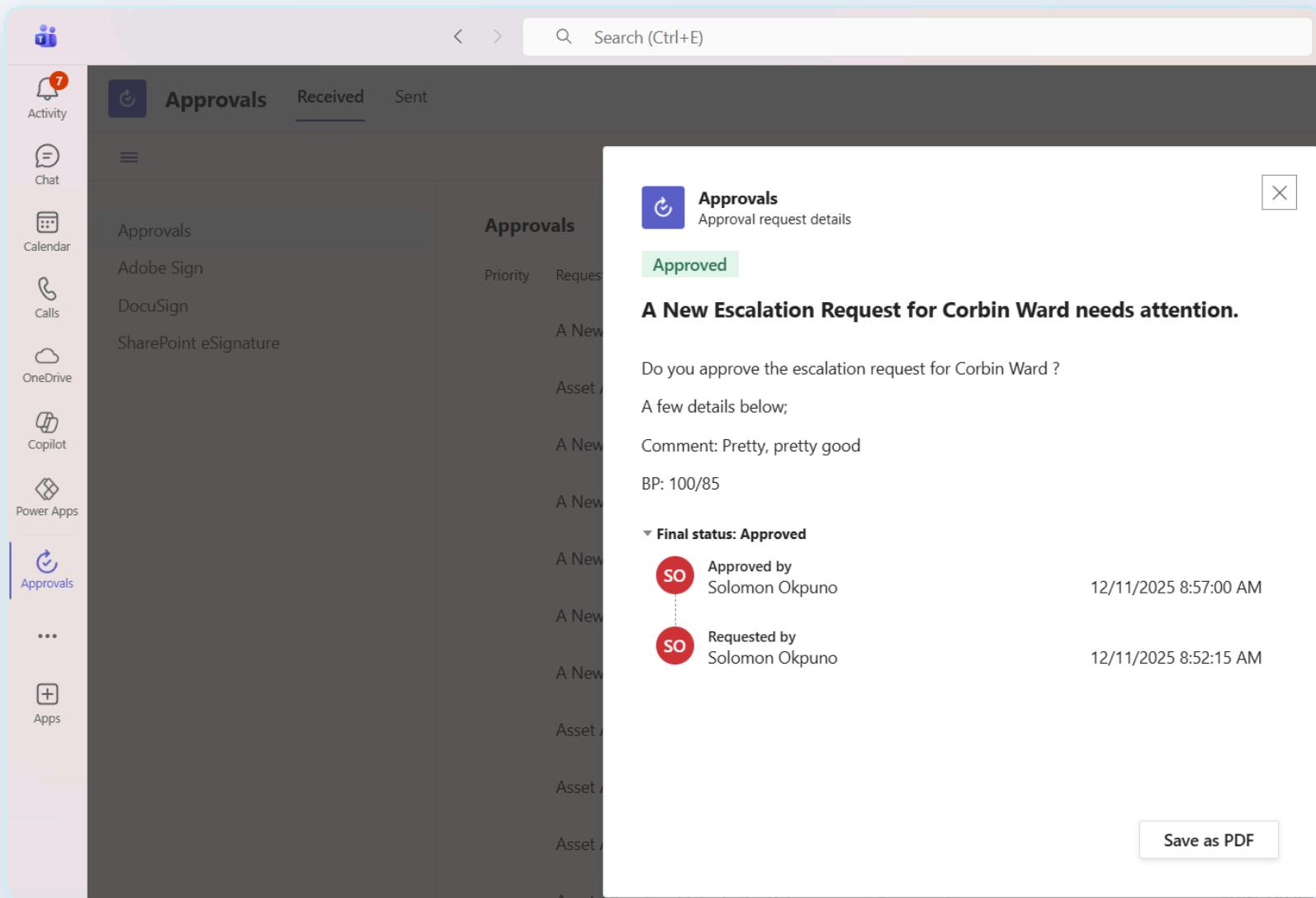
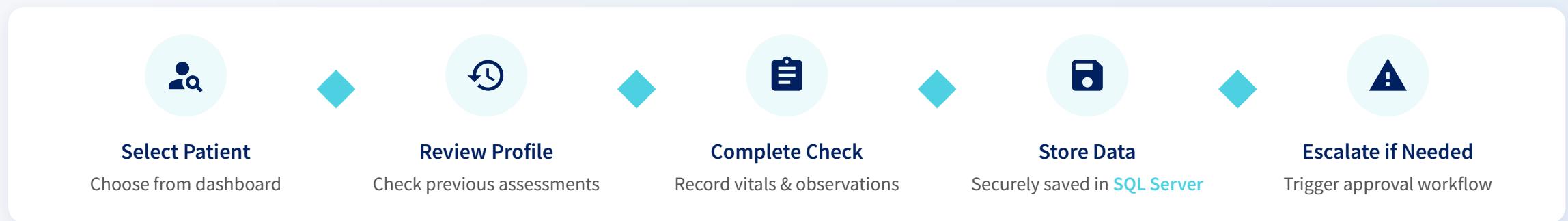
The screenshot displays the "Wellness Check Application" interface. At the top, there's a navigation bar with the title "Wellness Check Application" and a user profile picture. Below it is a search bar labeled "Search For Patient" with a list of names: Jonathan Silva, Andy Warren, Camille Knight, Charlie Sohm, Allison Gonzalez, Liam Dubois (selected), Lee Wong, Mary Hamilton, Matt Peterson, and Corbin Ward. To the right of the search bar is a "Patient Info For: Liam Dubois" section showing a photo of Liam Dubois, his phone number (904) 555-5555, and two checked items: "Check For Glucose Levels" and "Check For Depression". Further down is a table titled "Wellness Check Date" with columns for "Wellness Check Date", "Assessor", "Overall Health", and "Escalation Info". The table contains four rows of data:

Wellness Check Date	Assessor	Overall Health	Escalation Info
02/12/2025 20:08	bXXX@XXXX.com	★★★★★ (Approved)	Request <span style="color: green;">✓</span> <span style="color: red;">Delete</span> <span style="color: green;">Edit</span>
23/11/2025 21:51	bXXX@XXXX.com	★★★★★ (Not Approved)	Request <span style="color: red;">✗</span> <span style="color: red;">Delete</span> <span style="color: red;">Edit</span>
16/11/2025 14:42	kXXX@XXXX.com	★★★★★ (Not Approved)	Request <span style="color: green;">✗</span> <span style="color: red;">Delete</span> <span style="color: red;">Edit</span>
22/10/2025 15:07	aXXX@XXXX.com	★★★★★ (Not Approved)	Request <span style="color: red;">✗</span> <span style="color: red;">Delete</span> <span style="color: red;">Edit</span>

At the bottom right of the table is a "New Well Check" button.

Patient dashboard with wellness history and assessment tools

# ↔ How It Works (Workflow)



Teams escalation approval interface showing real-time status updates

⚠ Automatic Escalation

🔔 Instant Supervisor Notification

🕒 Real-time Status Updates

# System Architecture



## Power Apps Canvas App

User interface for staff to access patient information and complete wellness checks



## SQL Server

Secure, scalable data storage for patient records and wellness history



## Power Automate

Escalation logic and approval workflow automation



## Teams & Outlook

Supervisor notifications and approval channels



## Role-based Access

Different permission levels for staff and supervisors to ensure data security



### Mobile Access



### Desktop App



### Cloud Storage



### Admin Console



Secure Data Transfer



Real-time Updates



HIPAA Compliant

# ↗ Business Value



## Operational Efficiency

Faster assessments and decision-making

**50%**

Admin time reduction

ROI: 6 months



## Clinical Safety

Early identification of patient risks

**Zero**

Missed escalations



## Compliance & Auditability

Digital records with timestamps

**100%**

Audit-ready documentation

HIPAA compliant



Lower burnout



## Staff Experience

Reduced manual work, clearer workflows

**40+**

Hours saved per week



## Cost Savings

Lower operational overhead

**30%**

Operational cost reduction

ROI within first year



# Measurable Impact

**70%**

Time Saved: 3.5 hrs/day

**Faster Escalation Response**

Critical patient issues addressed more quickly

**40+**

Productivity Boost

**Staff Hours Saved/Week**

Reduced administrative burden

**60%**

Quality Improvement

**Fewer Documentation Errors**

Improved accuracy and consistency

**95%**

Communication Efficiency

**Supervisor Response Rate**

Faster approvals and decision-making

**0**

Environmental Impact

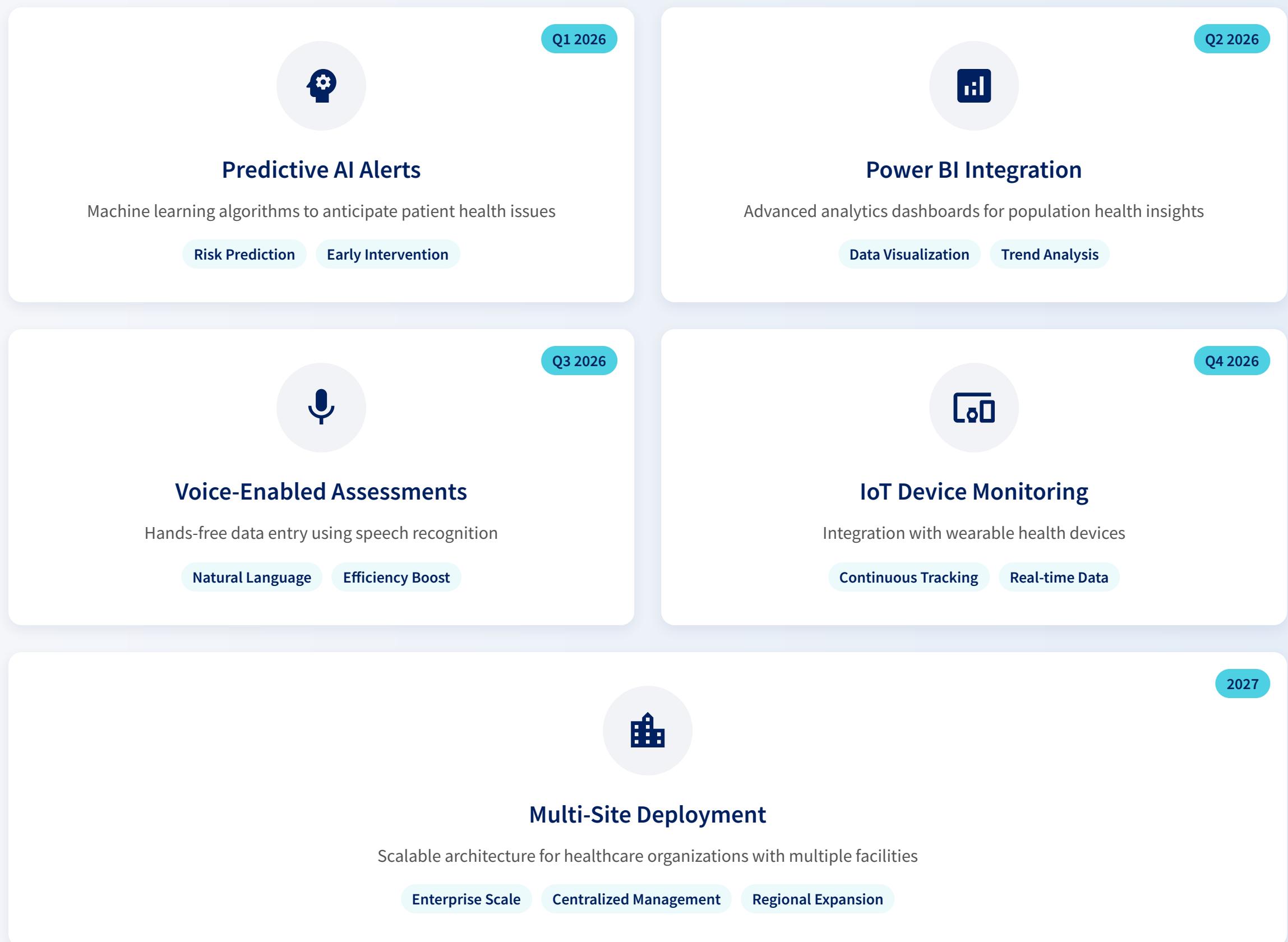
**Paperwork**

End-to-end digital workflow



Transforming care delivery with **quantifiable improvements** across all key metrics

# Future Roadmap



Strategic roadmap designed to **transform patient care** through **innovative technology** and **scalable solutions**



# Implementation Plan

## 1 Discovery

- ✓ Requirements gathering
- ✓ Data mapping
- ✓ Workflow analysis

2-3 weeks



## 2 Build

- ✓ App development
- ✓ Architecture setup
- ✓ SQL configuration

4-6 weeks



## 3 Testing

- ✓ UAT with nurses
- ✓ UAT with supervisors
- ✓ Performance testing

2-3 weeks



## 4 Deployment & Training

- ✓ Go-live
- ✓ Monitoring
- ✓ Support

1-2 weeks



Total implementation timeline: **9-14 weeks** with minimal disruption to existing workflows

# Why Choose This Solution



Enterprise Grade

## Trusted Platform

Built on Microsoft Power Platform with enterprise-grade security and reliability

Scalable

Secure

High Performance



## Scalable Backend

SQL Server provides secure, scalable data storage that grows with your organization

Robust

Reliable



User Friendly

## Intuitive Interface

Design specifically for frontline healthcare staff with minimal training required

Easy Adoption

Minimal Training

Real-time



## Instant Communication

Escalation and notification system ensures critical issues get immediate attention

Fast Response

No Delays



Flexible

## Fully Customizable

Tailored to meet specific requirements of any healthcare organization

Adaptable

Configurable

Proven

## Demonstrated Results

Measurable workflow improvements and efficiency gains in real deployments

70% Faster

50% Less Admin



## Patient-Centered Care

Improves patient safety through faster response times and better coordination between care team members

# Patient Experience Analysis Dashboard

## Closing & Call to Action

### Transform Workflow

Streamline patient monitoring and escalation processes

- Excellent
- Average
- Poor
- Good

### Patients Feedback



### Patient Count by Department



### Safer Care

Early risk identification and faster response times



### Patient Feedback Details

Name	Department	Feedback
John Doe	Cardiology	Excellent
Jane Smith	Dermatology	Average
David Wilson	Orthopedics	Poor

Let's Partner to Deploy This Solution →

### Average Wait Time by Department

