

SentactFeedback - Easily Gather Independent Survey Data



Unprecedented Foresight. Exceptional Outcomes.

Collect Feedback - Any Time, Any Place - From Patients, Visitors, & Staff

Real time and unfiltered feedback is a vital component to every healthcare facility's efforts to create better experiences and better outcomes. However, with limited resources available, hospital leaders may not always have team members available to allocate for feedback data capture.

By facilitating opportunities to submit independent feedback, hospital leaders can gain deeper insights from patients, visitors and staff. This real-time feedback allows for service recovery, employee recognition and patient safety insights in order to escalate quality and safety as well as improve the overall patient, visitor and staff experience.

SentactFeedback contains three data collection methods to maximize the collection of survey feedback. The feedback submission process can be easily completed by patients, staff, and visitors, requiring no staff assistance. Feedback forms are also customizable, meeting the needs of any size facility. As data is collected in real-time, action items are routed to appropriate staff for resolution as needed. Hospital leaders gain more insight through the robust reporting suite which records/populates anonymous feedback. In doing so, hospitals can highlight trends, and build improvement plans to increase opportunities for exceptional outcomes.

1. Facilitate anonymous or identifiable feedback from employees, patients, & visitors

2. User-friendly and intuitive requiring no team member assistance to complete a survey

3. Collect information through Text/ Email, QR Codes, and Kiosks



QR Codes

QR Codes can be strategically placed in patients rooms for easy access to gather patient feedback regarding room cleanliness, food, quality of care, etc. The QR Codes can be easily scanned with a smart device, allowing the user to submit feedback on their device within minutes.

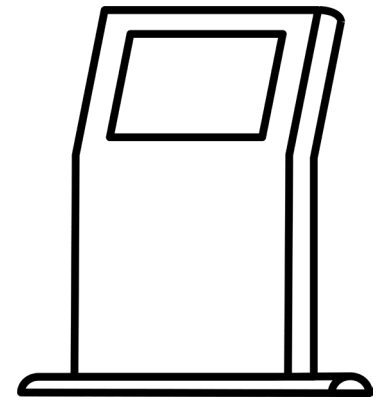
QR Codes can be posted throughout facilities, including in waiting/break rooms, bathrooms, and on late trays to capture anonymous feedback on room/service quality. This allows for seamless feedback capture that can instantly be viewed and analyzed right after submittal.



Text/Email

Feedback forms can be immediately sent via link to a patients/team member's smart device. From there, users simply follow the link to the form and fill it out at their leisure. These links can be sent to a patients email, cell phone number, or both.

Hospitals can upload CSV sheets to easily bulk import contact information into the Platform to populate a survey contact list instantly. Completed Feedback populates within the data center can then be viewed, processed, and analyzed.



Kiosk

Feedback Kiosks can be placed strategically in the hospital or ambulatory setting for optimal feedback capture, without requiring the use of a smart device. Each kiosk can be programmed with any desired feedback form

Sentact**Feedback** allows hospital leaders to gather additional information on the patient or family's experiences during their stay. This feedback includes any constructive comments they might have to better the condition and quality of care administered at the facility.

The ability to facilitate and streamline the capture of real-time patient/team member feedback throughout your healthcare facility is in your hands. Ensure that your hospital is maximizing its feedback capture efficiency.

Explore the resources and advantages available to your healthcare facility through Sentact**Feedback**.

Scan Here!

