



## Improving CMS Facility Ratings



Improving Quality Across  
The Continuum

### Emphasizing Patient Outcomes & Quality of Care Administered

Healthcare systems continue to move towards a model that stresses healthcare facilities focus on outcomes and quality to receive substantial benefits and positive ratings from Federal Agencies. Without the proper utilization of technology within a hospital, prioritizing the factors that lead to positive ratings can consume a large portion of a facility's time and resources.

Healthcare systems that have taken advantage of a comprehensive rounding software have discovered and addressed pain points within their practice. The identification of these pain points allows hospitals to craft action plans to improve these gaps in service. A digital rounding solution has the capability to positively impact a hospital's CMS grade in every category.



Mortality



Quality Of Care



Readmission



Timely Care



Patient Experience

12%

In Patient Experience Scores

98%

In Key Regulatory Compliance

70%

In Staff Awareness

93%

In Patient Nurse Communication

62%

In Resolution Times



## Mortality

- Decrease HAI's by 10%
- Reduce Patient Falls by 34%
- Patient Safety Audits
  - Behavioral Health
  - Procedural Care
  - Long-Term Care
- Infection Prevention Audits:
  - CAUTI/CLABSI
  - C Diff
  - SSI
  - COVID-19
  - Hand Hygiene
  - PPE



## Quality of Care

- Increase Positive Patient Feedback up to 50%
- Reduce Patient Complaints by 20%
- Quality / Safety Audits:
  - Clinical Tracers
  - Chart Audits
  - Pressure Ulcer Prevention
  - Medication Management
  - Ligature Risk
  - Discharge Planning



## Readmission

- Reduce post discharge survey costs by \$200k
- Patient Safety Audits
  - 7-day readmission audit tool
  - National Patient Safety Goals
  - Discharge Planning
  - Discharge Summary
  - Discharge Instructions



## Timely Care

- Deficiency ticket system to track the resolution of open tickets
- Real-time updates on deficiency status to effectively manage and enable transparent communication



## Patient Experience

- Ensure patients are experience unparalleled care through rounding personalized to their needs throughout their stay
- Patient Experience / Engagement Audits

# sentact



Sentact delivers digital rounding solutions to more than 850 hospital & healthcare facilities to support a better patient experience, foster an environment of patient safety, improve nursing/staff satisfaction, & ensure regulatory readiness across the continuum.

Discover how Sentact's digital rounding and insights platform can help you prevent and reduce adverse patient safety events, increase nursing engagement, and mitigate accreditation deficiency findings – all on one comprehensive digital platform.

**GET A DEMO**

