

# Improving Patient Experience With SentactOnDemand



## Instantly Improve Patient Experience By Automating Service Recovery

SentactOnDemand enables caregivers and staff to instantly request service recovery for immediate resolution for patient care.

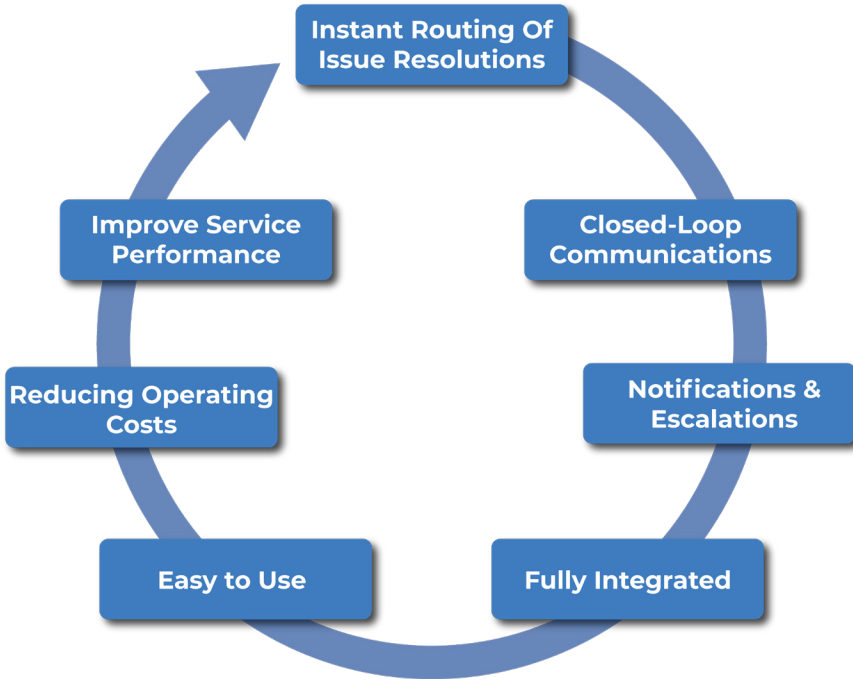
- A Single Point Of Contact For All Service Recovery Needs
- Intuitive User-Interface
- Improving Service Performance
- Increasing Caregiver & Patient Satisfaction

STOPLIGHT: SUMMARY				
Date Range: Custom Timeframe				
Question	Open	Closed	On Hold	
Did you wait less than 30 minutes before seeing a physician?	6	22	4	
"On our unit we strive to promote a quiet, restful environment for you during the night shift." Were you able to rest last night?	18	15	1	
Are the CARE TAKERS NAMES up-to-date?	21	19	6	
Is the EMERGENCY CONTACT up-to-date?	18	25	1	
Are LINENS clean?	19	27	4	
Are the FAMILY NOTES up-to-date?	19	18	3	
Is the PLAN OF CARE/GOALS up-to-date?	13	16	4	

## Why SentactOnDemand is needed:

- **Create** a single point of contact for all service recovery requests
- **Enable** staff and caregivers to request service recovery tasks with just a few clicks from any tablet, smartphone, or computer
- **Improve** service quality and accountability among the team
- **Automate** the process to confirm operational excellence, patient satisfaction, & service level compliance
- **Increase** service recovery & support service times, while improving caregiver and patient satisfaction and reducing costs
- **Eliminate** manual processes and reduce patient compliants and grievances.

# How SentactOnDemand Works...



- The tap of a finger enables a single point of contact for all service recovery needs
- Identified needs are routed instantly to the correct fulfillment staff through integration, email, and push notifications based on your workflow
- Workflows are automatically created for service recovery
- A true closed-loop enables a thorough communication processes
- Notifications with escalations ensure all the tasks get resolved in a timely manner
- Fully customizable to meet any organizational needs

**20%**  
Reduction In Patient Compliants

**13%**  
Increase In Patient Satisfaction

**50%**  
Positive Increase In Positive Patient Feedback

