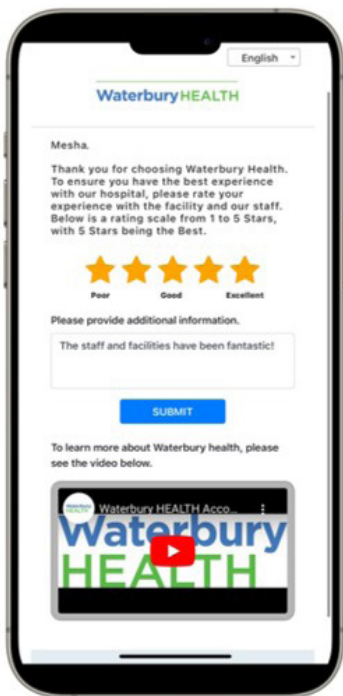


PX Service Recovery

TRANSFORMING YOUR REPUTATION,
ONE PATIENT AT A TIME



Elevate patient care, improve your HCAHPS score, and boost your star rating with CMS.



PX Service Recovery is a cutting-edge tool designed to elevate the patient experience by enabling real-time feedback and immediate action. Our platform ensures that patients' voices are heard throughout their journey, from admission to discharge, allowing healthcare providers to address their needs promptly and effectively.

Here's what makes PX Service Recovery stand out::

- **Real-Time Feedback:** Patients receive targeted messages at crucial moments, capturing their experiences and concerns instantly.
- **Proactive Service Recovery:** Negative feedback is automatically escalated to the right team using the proven H.E.A.R.T. model, developed by the Cleveland Clinic, ensuring swift resolution.
- **Actionable Insights:** Patient feedback is displayed on a user-friendly dashboard, offering clear, actionable insights for immediate improvements.
- **Boosted Star Ratings:** By addressing concerns in real-time, you can enhance your HCAHPS scores and improve your CMS star rating.
- **Increased Patient Satisfaction:** Listening and responding to your patients fosters a positive healthcare environment, driving higher satisfaction and patient loyalty.

Patient Experience Results

Patient Experience Day 2 Summary (01/16/2024 To 01/19/2024)							
Patient Details							
Patient Name	Patient ID	Patient Email	Patient Call Number	Patient Home Number	Average Question Rating	Average Question Scale	Date
Mesha	7533123	dew@hilithealth.com	6468336743		4.5	0	01/17/2024 9:08 AM
Comment: This is my second day at the hospital and it is nice to know that the hospital continues to check on me.							
Gina	383812	igraven10@gmail.com	8605198827		3.5	0	01/17/2024 6:07 AM
Comment: The nurses are friendly and continue to go out of their way to ensure I am comfortable.							
Gina	383812	igraven10@gmail.com	8605198827		2.5	0	01/18/2024 11:07 AM
Comment: Test by the Development team.							
Mesha	7533123	dew@hilithealth.com	6468336743		5	0	01/18/2024 12:30 PM
Comment: Still excellent, thanks for checking on me.							
Mesha	7533123	dew@hilithealth.com	6468336743		5	0	01/19/2024 12:57 PM
Comment: Everyone was helpful. My stay at Waterbury Hospital was great and the people are wonderful.							
Gina	383812	igraven10@gmail.com	8605198827		4.5	0	01/19/2024 12:56 PM
Comment: The care team and hospital facilities have been excellent!							
Average Rating & Scale							
Average Question Rating				Average Question Scale			
4.17				5			

Patient Satisfaction Measurement Dashboard



- Trend performance with patient experience dashboard
- Gain insight on problem areas and make informed decision for improvements
- Improve the patient experience and increase HCAHPS scores for higher reimbursement
- Provide transparency to leadership and staff on patient experience