Improve Experience with Real-Time Patient Feedback at the Point of Care

Purposeful rounding is a validated best practice for improving the inpatient experience. A consistent approach to measure and monitor rounding can ensure effectiveness, give patients an expanded voice and allow for service interventions to ensure expectations are met.

Press Ganey’s Point of Care solution empowers your team with real-time patient feedback at every point in the care process. Point of Care surveys complement scientific post-visit experience surveys to capture insights while patients are in your care, often resulting in higher scores on the post-care survey. By connecting your top improvement priorities with rounding surveys and ongoing service intervention polling, Press Ganey can help your organization:

- Prioritize interventions that will reduce suffering and improve patient experience
- Ensure consistent, effective rounding on patients, employees and facilities
- Proactively resolve service opportunities and drive ongoing improvement

Capture Feedback with Flexible Surveys
Patients respond via a tablet or mobile device providing insight into areas that influence their experience.
Surveys use conditional logic and branching, including support for multi-lingual surveys, to reduce time to respond.

Receive Instant Alerts for Service Intervention
Alerts are triggered by “red flag” responses to prompt attention.
- Specify which patient responses trigger immediate alert notification to recipients by location and/or department
- Proactively address concerns

Evaluate Impact with Real-time Reports
Schedule and deliver online reports via email or access through an online portal, including:
- Dashboards
- Word Clouds
- Scorecards
- Trend Reports
- CSV/Excel Reports
Connect Priorities and Interventions for Ongoing Improvement

To ensure that your performance goals and objectives are aligned with point-of-care initiatives, our approach builds on the partnership of your Patient Experience Advisor. By connecting real-time point of care surveys with your top priorities, you can utilize feedback to expedite change. Regular evaluations of your survey results will prompt changes to survey use and drive ongoing improvement.

Your Patient Experience Advisor partners with your organization to:

1. Prioritize and isolate patient expectations that drive overall improvement and decline in performance
2. Develop a focused list of questions to capture actionable insights
3. Review results to evaluate impact on patient experience and HCAHPS scores
4. Analyze trends to determine when to remove questions and start on the next opportunity

You can also rest assured that your organization remains within recommended CMS guidelines. Press Ganey’s point of care rounding survey was developed for use in the inpatient care setting – and has been reviewed by CMS.

Get Started

The Point of Care solution is easy to implement and provides flexibility to accommodate specific requests such as customized branding, photos and multi-lingual surveys. Your Press Ganey Account Team will assist with survey design, set up and integrating insights into improvement initiatives.

Please contact your Press Ganey account team today to learn more at (800) 232-8032.