

**OPERATIONAL INTELLIGENCE AT THE  
POINT-OF-CARE**

As the world of data- collection shifts from pen/paper and desktop to a more mobile environment, we are seeing tremendous opportunities for healthcare systems as well as the patients they serve. These opportunities exist not only in

how we collect that patient feedback, but also by creating the ability to send real-time alerts to correct any issues as well as empowering front line with real-time operational intelligence for learning and planning. Powerful analytics also create the transparency required to uncover roadblocks so that the leadership can jump in the clear the path for the front-line.



**Real-Time Patient Feedback**

Patient Suggestion Box™ Professional Features:

- Question Set Template/Structure Library
- Multiple language selections
- Provider or service modality question
- Five (5) operational questions
- Built in branching logic
- Optional Patient ID capture for Service Recovery
- Standard Push Reporting and raw data upload



Drive Word-of-Mouth and Profitable Growth

Empower and Align Front-Line-Staff

Improve Satisfaction through Innovation

Create Organizational Transparency and Accountability

Uncover and Remove Roadblocks

Identify and Recover Revenue-at-Risk

# Front Line and Enterprise Reporting

Leadership support is key to truly transforming and innovating your customer and patient experience. Monthly and Quarterly Reports are designed to give leadership visibility into the hard work and commitment of the staff around experience improvement. These reports are also meant to highlight areas that require them to clear the path and allocate resources to drive customer and patient loyalty.



The Loyalty Driver Correlation Chart shows how the core questions stack up in terms of their association or correlation to the recommend question (y axis) and how they compare to the combined overall score of the core questions (x axis). One can now position the core questions in the respective quadrants.

A Word Cloud is a visual representation for text data (in this case patient comment data), typically used to depict keywords and visualize free form text. They are most commonly used to highlight popular or trending terms based on frequency of use and prominence.

Three (3) week trend data helps to identify recurring patterns by day across multiple metrics and touch points.



These reports are designed to give you team the necessary data to highlight the previous week's success, problems and commitments in order to make the necessary adjustments and commitments for the upcoming week.



The most effective way to drive customer and patient loyalty is to proactively identify dissatisfaction, immediately contact those people, and correct the issue for them. Our real-time service recovery alerts empower staff to correct these issues within a day.

# Implementation and Action Planning

## ORIENTATION SEMINARS

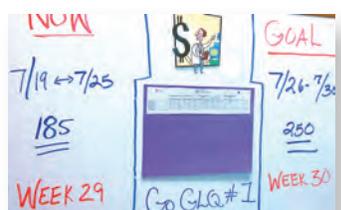


Being one of the first companies in the world to collect feedback at the point-of-service or point-of-care, we bring many years of experience working with leadership and staff to understand that our on-site feedback collection is designed to uncover and remove the

roadblocks that prevent your organization from delivering amazing and consistent experiences for your patients and customers. CFS Technology is aimed at helping your front-line to deliver better experiences. Our programs are not traditional research-driven, satisfaction and survey programs. Only with staff buy-in can you truly drive the economic outcomes associated with patient and customer loyalty.

## FACILITATION OF WEEKLY HUDDLES AND IMPACT MEETINGS

Your staff are busy. We know that. Just as we want to respect the time of your patients and customers in giving their feedback, it's critical to the success of your program that we also respect the time of your staff when asking them to do something meaningful with the feedback. Our experts will facilitate and provide train-the-trainer coaching on how to have quick, regular and result-driven meetings around the insights that your customers and patients provide to you through our technology.



If you are interested in more information, please email us at [cfs@cfslp.com](mailto:cfs@cfslp.com) for sign up information.