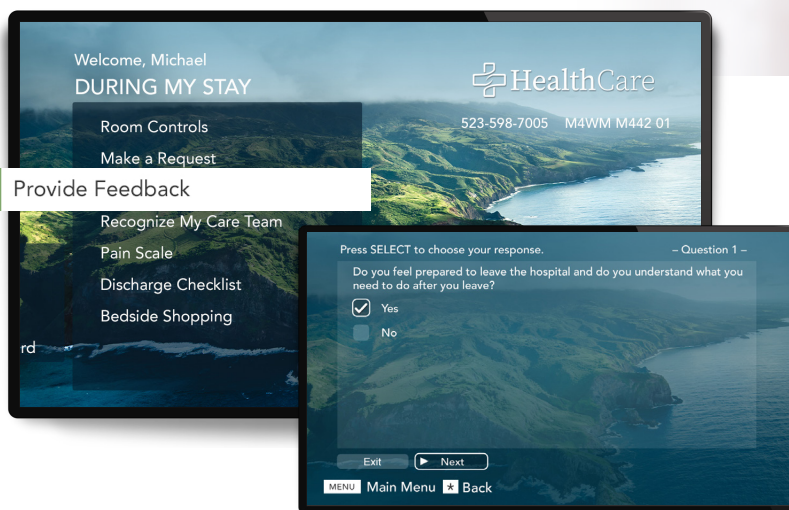


PATIENT SURVEY USE CASE

Get meaningful patient feedback

When thoughtfully configured and deployed, patient surveys can improve care quality, bedside interactions, patient experience and HCAHPS scores. Use these survey ideas to get actionable data and useful feedback that helps your teams achieve the goals that matter most to your organization.



SCREENING TOOLS

FOR BETTER RISK ASSESSMENT & CARE PLANNING

- Health engagement scores (e.g., PAM)
- Risk for depression or suicide
- Identify abuse or addiction
- Access to transportation, healthcare & food
- Ability to afford follow-up care & medications
- Feeling isolated, unsafe or discriminated against

Capture social determinants of health early in a patient's stay to **proactively address risk factors and prepare them for success after discharge.**

DISCHARGE PLANNING

FOR BETTER COMMUNICATIONS & PATIENT CONFIDENCE



Health literacy & education comprehension



Understanding of conditions & medications



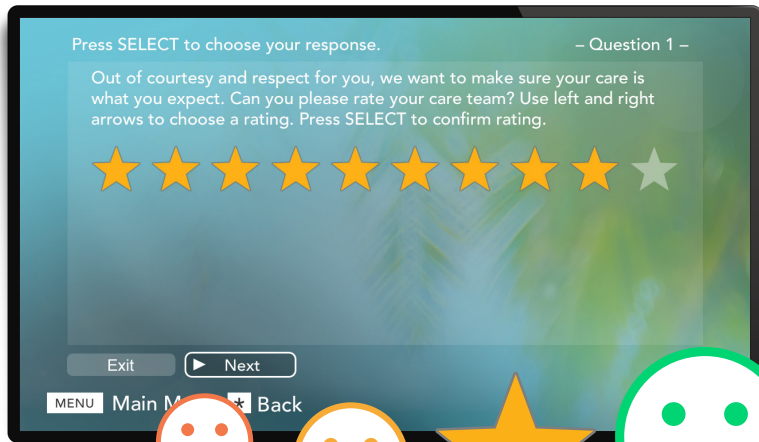
All questions & concerns addressed



Feel prepared for after-hospital care needs



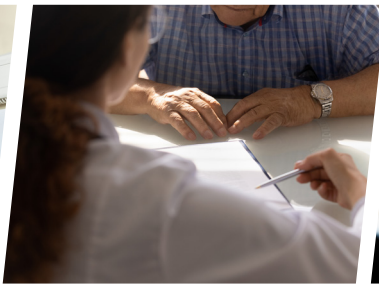
Side effects & symptoms to look for



PATIENT SATISFACTION

FOR BETTER SERVICE RECOVERY & HCAHPS SCORES

- **Care interactions**
nurses, physicians, specialists
- **Additional support**
therapy, case management, social services
- **Personal needs**
spiritual, emotional, educational, financial
- **Dietary services**
menu, ordering, timing, food quality

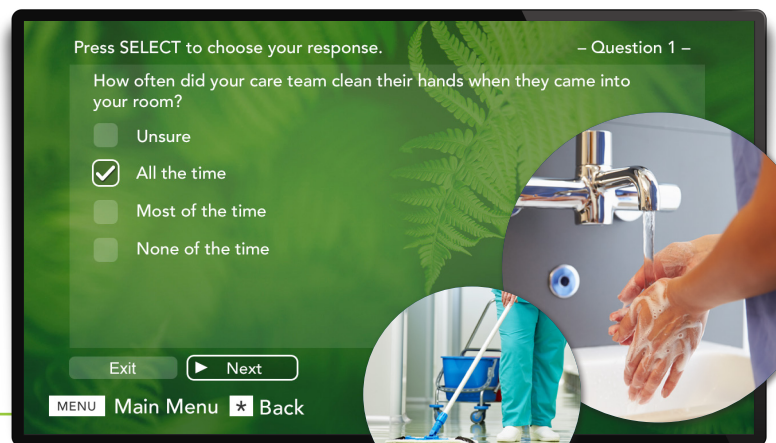


Ask patients for feedback before discharge so your team has a chance to address issues and leave a lasting positive impression.

INITIATIVE ASSESSMENTS

FOR BETTER TRACKING OF ORGANIZATIONAL GOALS

- Hand hygiene
- Medication reconciliation
- Pain management
- Technology usability & helpfulness
- Environmental noise
- Room cleanliness



Looking to create better, more effective patient surveys? Contact the experts at SONIFI Health.

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