



CipherHealth Connect with Patients at Key Moments for Faster Service Recovery



Get Real-Time Feedback Directly From Your Patients

Health systems are struggling to do more with less while maintaining high standards for care. At the same time, patients are demanding a better experience. Studies show a correlation between patient experience and improved clinical outcomes¹ with patient satisfaction metrics².

CipherHealth empowers patients to access information and provide feedback through a QR code or text link during their healthcare interactions. This approach enables them to communicate their needs independently, and helps staff prioritize service recovery opportunities.

Emergency Department Rounding

At a level 1 Trauma center, CipherHealth provides an easy-to-use process for ED patients to communicate with hospital staff. By allowing patients to review FAQs and ask for assistance in real time, ED staff is focused on providing care and service recovery to those who need it most. This process gives patients information at their fingertips, while reducing staff workload.

- Health system on the East Coast with 1100 beds and 55,000 hospital discharges.

Key Results

Patients responded to questions about their comfort as well as EVS and maintenance related concerns in the waiting area, bathrooms, and dining area. Opportunity areas identified through a self-round helps staff prioritize their interactions with patients and improve patient experience in real-time.

2032

rounds initiated

58%

self rounds had an opportunity area
(April 2024 - October 2024)

1119

rounds completed

Act in real-time to improve patient experience

Don't wait for months' old survey data. Prioritize your outreach and rounding based on prompt patient feedback.



Engage Caregivers in NICU/PEDs Units

Nurse-led rounding is very challenging in the Neonatal Intensive Care Unit (NICU) and Pediatric Unit since caregivers are not at the hospital at all times. In this unit, parents and caregivers scan a QR code when it is convenient for them and get assistance from the nursing staff so concerns and questions can be addressed in the moment.

Data collection and results will be closely evaluated and shared as they begin to engage caregivers with this new program.

- Health system in the Northwest US that has earned recognition as a Healthgrades Top 50 Hospital in Clinical Excellence, placing them in the top 1% for three years in a row.

Capture Feedback in High-Volume Care Settings

One health system uses CipherHealth in the mammography clinics to gather patient feedback from a higher volume of patients via QR codes. Prior to implementing CipherConnect, the system had limited data to drive improved processes that meet patient expectations.

- Health system in the Southeast US with nearly 3000 beds and 1.5 million unique patients treated across the network.

Key Results

While at their appointment, patients were asked to rate their experience scheduling their appointment, the modality they used to schedule it, issues encountered, and facility cleanliness. Additionally, staff recognition resulted in hundreds of opportunities to celebrate team members.

2,973
rounds initiated

817
reports of staff recognition

2,357
rounds completed

125
units

88
opportunity areas identified

Self-Service Rounding is not limited to the examples above. CipherHealth can support any combination of the following use cases:

Patients Admitted to Inpatient Units

- General feedback
- Discharge readiness
- Patient satisfaction
- Employee recognition
- Daisy Award nomination

Patients in Emergency Department

- Waiting room
- Treatment room
- Boarder patients

Ambulatory Care

- Patient satisfaction
- Hereditary risk screener

Get started today.

1. <https://bmjopen.bmj.com/content/3/1/e001570>
2. <https://pmc.ncbi.nlm.nih.gov/articles/PMC9274411/>