

PATIENT EXPERIENCE

Improve your patient experience
with **MyCareScore**

MyCareScore

Secure, real-time patient
feedback & nurse rounding tool

A tool that im-
proves overall
patient satisfaction

Customizable reports
to promote a culture
focused on the highest
level of patient care

Offers actionable data
to monitor patient
satisfaction

NEED FOR MyCareScore

- MyCareScore provides hospital administrators with essential, data-driven reporting for managing patient expectations through real-time, quick and meaningful analytics that tie in with their key performance indicators (KPI).
- Enables regular (daily, weekly, monthly) tracking of what patients are saying at the hospital vs. published HCAHPS score.

CHROMOLOGIC ADVANTAGE

- Survey scores by unit are a MyCareScore feature that is unique. This feature enables ability to look for trends and incentivize staff.

MARKET OPPORTUNITY

- Organizations that survey regularly perform significantly better on HCAHPS Overall Hospital Rating.
- Reports are customizable to promote a culture focused on the highest level of patient care.
- Better patient care leads to higher patient and staff satisfaction resulting in improved HCAHPS scores and higher staff retention.



Online reviews



Healthcare review



Clinician reviews



Survey



Patient satisfaction



Suggestions



Analysis



Online reviews



Approved


ChromoLogic



50%

possible increase
in HCAHPS

300

surveys are submitted
for each reporting
period

11

questions to measure
frequency