



LINKING COMPLIANCE & SATISFACTION

COMPLIANCE DEFINED

SATISFACTION:

A patient completes a satisfaction survey



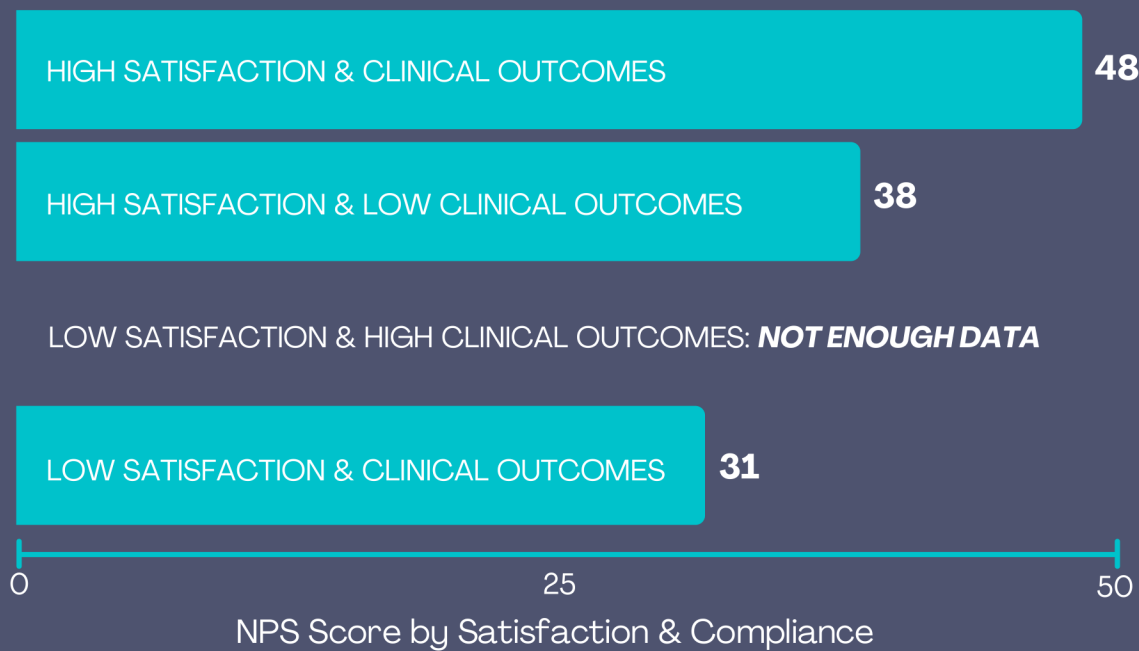
CLINICAL OUTCOMES:

A patient has an admission and discharge score on an assessment, i.e. a change score



DATA SAY...

Adult inpatient programs with at least 50% compliance in satisfaction and/or clinical outcomes have higher Net Promoter Scores.



THE RELATIONSHIP

While there is a relationship, the exact nature of the relationship is unknown. It may be that compliance is a form of “active patient listening” that contributes to greater satisfaction. But high compliance could also simply be an indicator of doing other patient care processes well that are more directly related to boosting satisfaction.

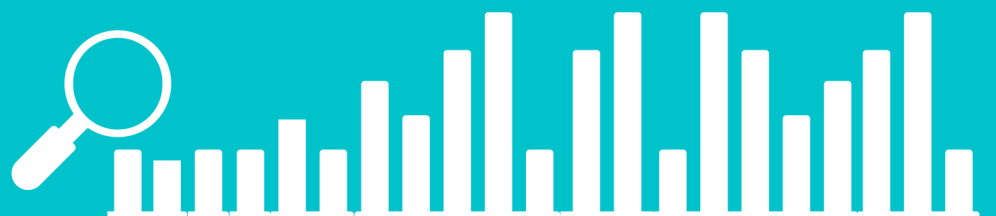


HELP YOU, HELP YOURSELF

Higher compliance means more data to work with to help uncover what’s driving satisfaction at your facility.

STUDY YOUR RESULTS

On Demand Reports help you see where you're missing the data collection mark. Look for patterns such as consistently missing admission assessments.



SEEK FEEDBACK

Talk with staff to understand data collection roadblocks.



REVIEW & MODIFY DATA COLLECTION

Use what you've learned from data and staff feedback to inform changes to data collection processes.



ANALYSIS BY JAMES HOLLAND

For an opportunity to see your topic discussed here, email your questions to Jessica.Ingram@horizonhealth.com