Connecting the Dots Between Patient Focused, Mobile Rounding Technology and Nurse Engagement with Patient Satisfaction

**The Patient Connect Difference:**

- **Promptly to:** Feedback in real-time; the healthcare team is empowered to respond.
- **Patient Connect calculates patient experiences and delivers actionable results.**
- **The Patient Connect rounding software includes industry-based questions that allow the patient experience team to drill down on specific areas of patient concern—improving patient satisfaction scores using patient rounding technology.**
- **Patient Connect uses a technology-enabled rounding approach to: gain support hospital staff, address environmental and facility-related issues, support hospital staff, and manage and mitigate issues sooner.**

**6 Easy Steps to Improving Patient Satisfaction:**

1. **Measure National Performance:**
   - 32% of patient complaints are related to the environment and food.
   - 96% of patients expect to easily make adjustments to strategies and plans.
   - Patient satisfaction accounts for 100% of net patient revenue; 60% of those are related to overall experience.

2. **Receive Impact Feedback:**
   - 96% of patients feel heard when entering the room.
   - 96% of patients feel heard when leaving the room.
   - Only 59% of patients feel heard during the hospital stay.

3. **Address Environmental and Facility-Related Issues:**
   - 23% of patients are unhappy with hospital stays due to food and facilities-related issues.
   - 59% of patients are dissatisfied with food and facilities overall.
   - 60% of patients are not satisfied with the room and its services.

4. **Support Hospital Staff:**
   - 6.5% of patients are dissatisfied with the staff.
   - 25% of patients are dissatisfied with the way the staff is dealing with issues.
   - 37% of patients are dissatisfied with the way the staff is dealing with issues.

Patient Connect Delivers Results:

- **Staff are happier:** 31% of patients are dissatisfied with the staff.
- **Saturation scores increase:** SATISFACTION SCORES INCREASE: 3% revenue increase; 3% margin increase.
- **Financial performance:** The difference in financial performance is 1.5%.
- **HCAHPS survey:** A 3% revenue increase and margin increase.
- **Penn Medicine:** A 3% revenue increase and margin increase.

Learn more about why healthcare systems are choosing Aramark for dining, facilities and environmental management services in the interactive guide.