

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

Healthcare support services, like dining, environmental and facilities management, have a direct impact on a patient's overall experience in our healthcare facilities and on how they rate their satisfaction, thus impacting third-party scores. Healthcare organizations are putting more emphasis on incorporating technology into patient stays and nurse workdays.

Consumer-friendly digital technology has been available in our daily lives (at home, retail stores, the airport) and is now making its way into healthcare. **Today, it is even more important to treat patients as customers and ensure feedback is collected, not just when they go home, but at each stage of the patient's journey.**

59%

of organizations have improved patient satisfaction scores using patient rounding technology¹

37%

benefitted from the technology's immediate feedback and recovery functions¹

37%

benefitted from the accountability and compliance benefits¹

Partnering with Aramark provides your organization with access to our mobile rounding tool, Patient Connect. Through insight-driven data, Patient Connect monitors satisfaction levels and enables on-the-ground teams to take proactive steps that elevate the patient experience, while supporting nurse engagement and enablement.

Helping Your Hospital Improve Patient Satisfaction



ASSESS:
Gauge the impact of support services on patient experience and satisfaction scores



EMPOWER:
Take proactive measures to deliver optimal patient experiences



RESPOND:
Address patients' needs before discharge



TRACK:
Analyze patient feedback data by actionable indicators



IMPROVE:
Gain vital insight to enhance programs and services



6 Easy Steps to Improving Patient Satisfaction

1 Ask Patients Key Questions

Have hospitality staff members visit patients daily at their bedside to ask questions about their experience with food and facilities such as:

- Has our team knocked on the door and introduced themselves when entering the room?
- Have we met your expectations for food and nutrition services?
- Have we met your expectations for room and bathroom cleanliness?

This allows nurses to focus on clinical tasks by removing non-clinical concerns from their workday.



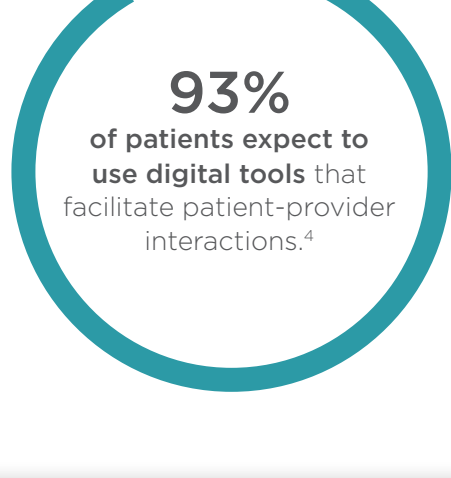
Patient satisfaction accounts for a difference of **\$444 of net patient revenue** (per adjusted patient day) between "excellent"-rated and "moderate"-rated hospitals.³

The Patient Connect Difference:

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.

2 Measure Patient Responses

Eliminate manual paper shuffling by investing in technology, such as iPads or tablets, to input patient responses into the app.



The Patient Connect Difference:

- Patient Connect uses a technology-enabled rounding approach to:
- Assess patient satisfaction in multiple areas of service such as EVS, Nutrition Services and Patient Transport
 - Identify opportunities to improve across the care continuum
 - Pull data to track trends and make comparisons
 - Deliver reports that highlight critical indicators and outcomes
 - Document service recovery

3 Receive Instant Feedback

Ensure data is collected and reported in a way that allows the healthcare system to take valuable steps toward improvements. Route insights to the correct personnel or team so issues are resolved immediately and actionable results are made based on trends.



A **10% increase in patients rating hospitals as "excellent"** increases margin by 1.5%.³

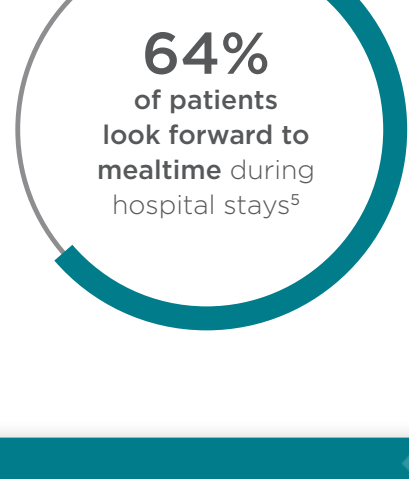
The Patient Connect Difference:

Patient Connect calculates patient experiences and delivers actionable feedback in real-time. The healthcare team is empowered to respond promptly to:

- Address issues on the spot
- Alert supervisors and service associates for immediate follow-up
- Allow for immediate recognition of great service

4 Address Food-Related Issues

Take note of patient preferences and food-related issues. Patients bring their food preferences with them during hospital stays. Plus, they are aware of the correlation between good food and health. They expect their caregivers to meet their desire for healthy, nutritious and comforting food options.



The Patient Connect Difference:

Patient Connect allows you to discover your patients' dining and nutrition preferences, so your healthcare system can:

- Discover and mitigate issues sooner
- Review feedback and data to help shape future menus

5 Address Environmental and Facilities-Related Issues

Make issue resolution a priority. Patients can be disgruntled by a variety of environmental factors, from heating to cleanliness to the lack of an extra pillow. In fact, there is a direct correlation between a patient's perception of room cleanliness and a hospital's score on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey.



"Excellent" versus "Moderate" ratings account for a **60% difference in financial performance.**³



6 Support Hospital Staff

For Nurses:

Resolve nurses' issues with food and facilities before they voice their concerns to nurses so they can stay focused on medical care.

For Frontline Managers:

Removing the manual process of collecting and reviewing patient satisfaction forms gives frontline managers more time to spend working on patient care programs versus shuffling paperwork to determine how to improve patient satisfaction and scores.



The Patient Connect Difference:

On Patient Connect, managers can:

- Receive service alerts
- Access resolution tracking
- Review patient satisfaction trends

Patient Connect Delivers Results



PATIENTS ARE HAPPIER:

Gathering feedback delivers actionable results that help hospitals provide better patient satisfaction and, thus, receive increased satisfaction scores.



SATISFACTION SCORES INCREASE:

When patients feel heard and their dining and facilities issues are addressed quickly, they are happier and rate hospital care much higher.



NURSES ARE HAPPIER:

Facilities and hospitality staff members relieve non-clinical work from a nurse's day, allowing them to focus on the health of the patient, not requests or complaints.

Enable Patient Connect in Your Hospital

Are you ready to connect the dots between patient satisfaction with your hospitality and facilities services and your satisfaction scores?



Learn more about why healthcare systems are choosing Aramark for dining, facilities and environmental management services in this [informative guide](#).

1. Patient Engagement HIT: "Patient Rounding Tech Gains Popularity, Boosts Patient Satisfaction"
2. Advisory Board: "Patients' top complaint? It isn't doctors or nurses, study finds"
3. "2018 Global health care outlook: The evolution of smart health care," Deloitte, Jan. 9, 2018
4. Xtelligent Healthcare Media: "What Do Patients, Consumers Want in Digital Health Tools?"
5. Aramark Health Care Entrée National Interest Survey, July 2018
6. "2018 CFO Outlook: Performance Management Trends and Priorities in Healthcare," KaufmannHall, January 2018