

SourcePlus EdgeSurvey powered by CTQ Solutions: Patient Satisfaction Measurement and Quality Benchmarking

SourcePlus EdgeSurvey: Powerful, intuitive patient satisfaction measurement

SourcePlus EdgeSurvey is an innovative web-based patient satisfaction survey, benchmarking, and quality assurance solution specifically designed to help surgical facilities achieve and sustain peak performance levels. This comprehensive solution provides the industry's only fully-authenticated online survey collection and assessment technology, with the flexibility to accommodate paper-based surveys for patients without Internet access. The survey is customizable to represent your facility's uniqueness, while our benchmarking analysis provides insight into your facility's performance with similar facilities.

SourcePlus EdgeSurvey effortlessly automates the distribution, collection, aggregation and reporting steps of patient satisfaction surveys. The program frees up significant hours of staff time, and more importantly provides intuitive data to monitor and improve overall facility performance.

And thanks to seamless interfaces between EdgeSurvey and SourceMedical's AdvantX, SurgiSource and Vision applications, duplicate data entry for survey candidates is eliminated.

Meaningful key performance indicators and benchmarking

Our monthly EdgeSurvey Performance Analysis Report summarizes patient satisfaction data in four primary categories: Process, Facility, People, and Personal attributes. At a more granular level, 25-30 Key Performance Indicators (KPI's) and customer loyalty metrics benchmark your facility's performance against industry peers. EdgeSurvey's standard six-month trend analysis for all KPI's ensures you are kept apprised of how your patients perceive your performance, as well as revealing potential areas of under-performance.

QualityIntelligence (QI) Manager was released in 2007 and now comes standard with EdgeSurvey. This interactive tool allows your facility to assign patient-specific follow-up to your staff members in the event of reported dissatisfaction. QI provides you the ability to annotate all ensuing patient and internal discussion and to categorize, prioritize and escalate (if warranted), with staff notes and recommendations. All QI data is available for on-demand, real-time reporting, providing leadership with the insight to collaborate on pending issues requiring action, policy review, and possible risk mitigation and QA activities. Less paper, more awareness, more action.

In short, EdgeSurvey provides an ongoing "pulse" of your operations performance allowing you to focus on improving the overall patient care experience, giving your facility a competitive edge.

SourcePlus Products and Services: Solving problems and boosting performance

The SourcePlus suite includes a wide array of add-on modules, products and services that add value to our core information management systems; further enhancing facility management, clinical efficiency, quality and profitability. With our integrated SourcePlus Products, your surgical facility can leverage the best tools available to ASCs and surgical hospitals.

Benefits include:

- Improve service to patients and physicians
- Optimize reimbursement and cash flow
- Improve clinical documentation
- Boost staff productivity
- Reduce staff and supply costs
- Improve decision-making

Improving Healthcare through Technology

SourcePlus EdgeSurvey is verifiably more cost-effective than self-administered surveys. However, it is the additional patient intelligence captured in the form of increased responses, feedback gathered via patient comments, and unbiased third-party collection that provides actionable decision-making information; allowing you to focus on what your patients share as meaningful.

EdgeSurvey gives your facility a competitive advantage to:

- Increase survey response rates typically by 150-200%
- Capture timely, accurate and unbiased feedback on your patients' overall experience
- Significantly reduce costs (35-50%) associated with self-administered surveys
- Boost efficiency and profitability while increasing patient satisfaction and loyalty
- Benchmark your performance against peer facilities
- Use the patient intelligence you collect to promote internal quality assurance programs and meet accreditation requirements
- Monitor your performance through an Intuitive Monthly Performance Analysis Report
- Receive immediate Alerts when patient dissatisfaction is reported
- Assign specific patient follow-up to designated associates
- Perform on-demand, real-time QualityIntelligence and escalation reporting
- Reallocate staff time to patient care
- Improve satisfaction for those who matter most – your patients

EdgeSurvey Performance Analysis Report, Jan07								
Scores & Comparisons - People								
Code	People	Score	Corp. Average	Corp. Ranking	Nat'l Average	Nat'l Ranking	Previous Score	Change
A01	Courtesy of recovery staff	93.2	91.9	2	94.1	61	94.7	-1.5
A05	Staff concern during follow-up call	94.7	92.3	3	91.7	19	93.7	1.0
D01	Nursing staff concern for comfort	94.9	94.3	3	92.2	38	95.1	-0.2
D02	Nursing staff knowledge and competence	96.8	95.2	2	94.1	9	96.4	0.4
D03	Courtesy of anesthesia staff	88.5	93.6	9	91.9	103	93.6	-5.1
D04	Anesthesia staff attention and availability	89.0	91.8	7	90.9	82	91.4	-2.4
D05	Courtesy of surgeon	94.1	94.4	4	94.3	68	97.0	-2.9
D06	Surgeon explanations prior to surgery	91.3	92.1	4	90.9	59	93.4	-2.1
D07	Surgeon explanations after surgery	93.8						
P02	Phone staff helpfulness	92.3						
P07	Courtesy of administrative staff	91.6						
P13	Nursing care prior to surgery	94.3						

EdgeSurvey Performance Analysis Report, Jan07							
Trend Analysis							
Code	People	Jan07	Dec06	Nov06	Oct06	Sep06	Aug06
A01	Courtesy of recovery staff	93.2	94.7	93.7	93.2	94.1	93.8
A05	Staff concern during follow-up call	94.7	93.7	94.1	93.9	92.2	93.1
D01	Nursing staff concern for comfort	94.9	95.1	94.4	95.8	96.1	95.2
D02	Nursing staff knowledge and competence	96.8	96.4	95.9	95.3	96.2	95.9
D03	Courtesy of anesthesia staff	88.5	93.6	93.3	92.9	94.1	93.1
D04	Anesthesia staff attention and availability	89.0	91.4	92.0	91.7	93.6	92.8
D05	Courtesy of surgeon	94.1	97.0	95.9	96.0	96.2	95.7
D06	Surgeon explanations prior to surgery	91.3	93.4	94.3	94.4	93.9	94.6
D07	Surgeon explanations after surgery	93.8	94.1	93.1	93.7	92.6	93.7
P02	Phone staff helpfulness	92.3	91.7	92.7	92.1	92.0	91.3
P07	Courtesy of administrative staff	91.6	94.2	92.6	92.9	93.2	92.8
P13	Nursing care prior to surgery	95.1	96.1	94.9	94.6	95.1	95.8

EdgeSurvey uses intuitive Performance Analysis Reports to compile survey scores and monitor trends.

About SourceMedical

SourceMedical provides outpatient information solutions and services for ambulatory surgery centers, specialty hospitals and rehabilitation clinics nationwide. With a 30-year track record and more than 4,100 satisfied customers, SourceMedical is the trusted source for innovative applications, in-depth industry expertise and unsurpassed customer service. The company's unique, end-to-end systems improve operational efficiency and cash flow while enabling healthcare facilities to deliver a higher quality of patient care.

To find out how SourceMedical can help you achieve your clinical and financial goals, call 800-719-1904 or visit www.sourcemed.net

