

PATIENT & EMPLOYEE SURVEYS

BUSINESS NEEDS

Obtaining and acting on customer feedback is an important part of improving any business, but patient and employee satisfaction is of paramount importance in the highly competitive healthcare market. Ensuring a certain level of patient satisfaction can even mean significant reimbursement variations. Employee satisfaction impacts an organization's ability to obtain and retain their highly skilled workers. Automated workflows capture and process employee and/or patient surveys, which can drive information to those who can act quickly to address issues and improve operations.

FEATURES

FormFast Enterprise Workflow fits easily into your intranet or external website to expose surveys where and when you need them most. Features of this automated workflow include:

- Hospital specific survey forms
- Flexible routing options for notification and follow-up of survey results
- Secure email notifications for steps in the workflow continuum
- Document imaging system integration for permanent storage of surveys, if desired
- Discrete data capture and reporting

BENEFITS

The FormFast Patient and Employee Survey Workflow drives the following benefits:

- Improved user satisfaction through easily accessible, online survey forms
- Increased reimbursement with more agile response to patient satisfaction issues

AUTOMATE. ACCELERATE. EXCEL.

