

Sentiment

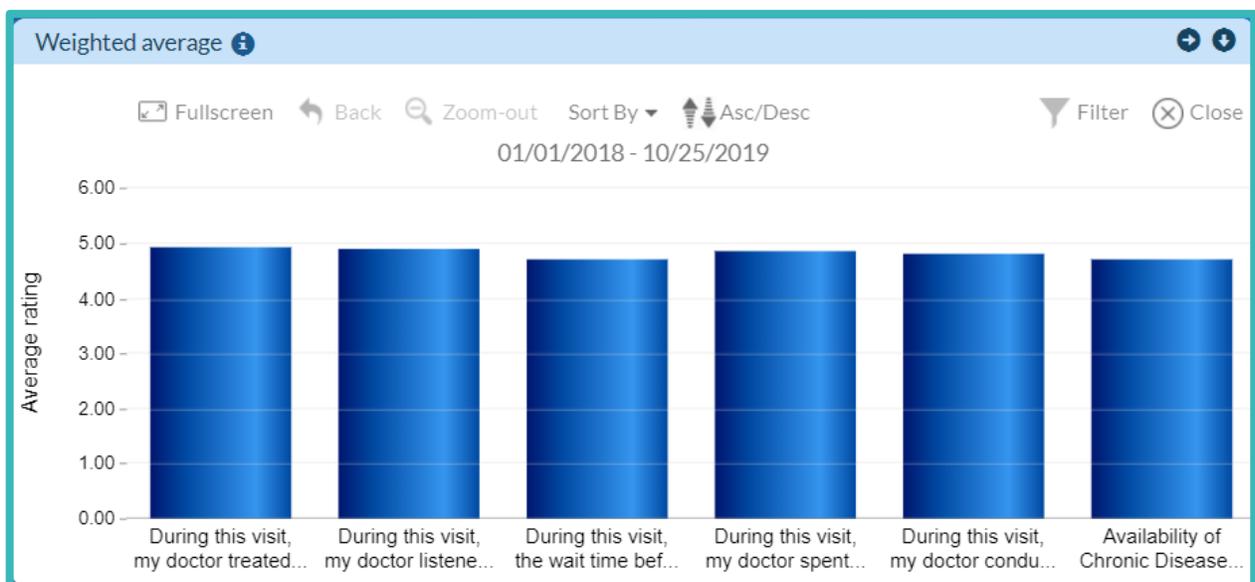
Consumer Insights Drive Practice Performance

With the expansion of consumerism in healthcare, it is important to listen to your patients – healthcare’s consumers. The Sentiment module provides robust data on patient satisfaction so you can keep a pulse on the patient experience and create strategies to preserve your online reputation.

When patients experience short wait times and responsive providers, they become highly satisfied. Happy patients tend to exhibit positive behaviors like keeping their appointments. The cumulative results of these experiences are incredibly valuable. Utilization improves. There are less schedule changes, and no shows decline. Satisfied patients are also more apt to comply with their care plans, increasing the likelihood of positive outcomes. Multiple compliant patients with high quality clinical outcomes translate to healthier populations - and performance improvement on shared savings contracts. Positive sentiment is also linked with more rapid resolution of patient financial responsibility, and that adds momentum to your collections.

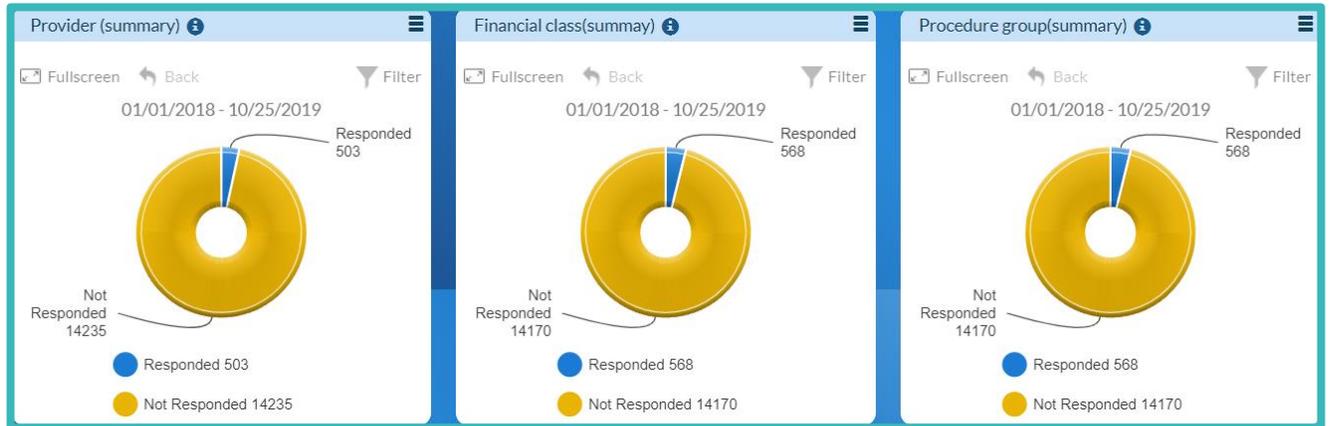
Get Specific, Actionable Insights

From high level trends to more granular, actionable data, the Sentiment module helps you deeply understand the patient experience. Learn what patients thought of their provider, the visit, and how they rate the care they received. Additionally, sentiment data from Healthgrades, Google and Yelp can be ingested into the WhiteSpace Health Cloud, analyzed and surfaced in the Sentiment module.



Trends in Sentiment

The Sentiment module gives clarity on survey response rates, and identifies which providers receive more positive feedback. Analyze whether self-pay patients are more likely to respond than those with commercial insurance, or if different locations receive significantly different levels of response. Use these metrics to inform future patient outreach strategies.



Quickly Access Individual Surveys

Tap to drill down from trend level detail to specific responses and easily to see complete reviews. Dig into factors that make patient experience positive or negative, creating a holistic view into patient sentiment about your practice. Explore demographic trends such as impact of age on reviews and find common denominators to both positive and negative respondents that inform future patient engagement strategies.

The screenshot shows the 'Survey input responses' interface. At the top, there is a search bar and a date range filter set to '01/01/2018 - 10/25/2019'. Below this is a table with columns for Respondent id, Survey id, Survey name, Question, and Input text. A detailed view of a specific response is shown in a pop-up window, displaying the respondent's ID (36369), survey ID (3202-2), survey name (Patient Satisfaction Survey), question text, and the respondent's input text.

Respondent id	Survey id	Survey name	Question	Input text
36369	3202-2	Patient Satisfaction Survey	WHH Patient Portal Access 24/7: have you used this tool to contact the office? Is this way of communication easy to use to contact the office?	Yes
36727	3202-2	Patient Satisfaction Survey	Please tell us about anything that was done well or anything that could have improved the care and services you received at your most recent visit. Use the space below. Please print or write legibly.	ABCD is very detailed and I have absolute confidence in ABCD.
36727	3202-2	Patient	WHH Patient Portal	I have not used this tool to contact the office yet. I come in for my physical

Patient sentiment can really pay off. Better utilization, improved care plan adherence and high propensity to pay are a few outcomes of strong patient feedback. By using insights from the Sentiment module to build highly engaged, positive patients, you can improve sentiment and clinical outcomes, leading to higher financial performance.