

Closing Patient Experience Gaps with PEP Health's Dashboard

A Midwest health system, comprising 12 hospitals and 90 clinics, noticed a significant drop in their patient experience scores during the summer months, plummeting them below the state average and threatening their market position and financial stability.

SOLUTION

The health system used PEP Health's real-time AI-powered dashboard to understand and resolve this trend, which:

- Analyzed, scored, and themed over 1.3 million online reviews left by patients for the health system's hospitals and clinics.
- Confirmed that the seasonal decline in patient experience seen in their internal data was consistent with online patient feedback.
- Highlighted key areas where patient experience was declining and why.
- Pinpointed issues related to Fast Access as the primary driver behind the drop in patient experience scores.

PEP IMPACT

By using the real-time insights provided by PEP Health's dashboard, the health system:

- Implemented targeted solutions to address the challenges in Fast Access.
- Effectively reversed the seasonal decline and boosted their overall scores.
- Now consistently outperforms the state average, maintaining a strong competitive edge in the market.

27.3% Improvement in Fast Access scores

20.4% Reduction in score gap from the state average

“The team expressed that it was very interesting to see [their health system] in the context of other providers. This was a view they are not able to get with their current approaches to patient experience insights.”

- Feedback from a major health plan and large care system

“I think this is really interesting and innovative – a step [forward] in using artificial intelligence. I like the fact that it doesn’t look like it requires any work on the part of us, and it could be very useful data to help drive change.

- Feedback from a major health plan and large care system