



SURVEY ON THE SPOT Delivers Patient Satisfaction Survey Application For Healthcare Industry

The Transitional Care Unit at Signature Healthcare Brockton Hospital Uses iPad App to Immediately Receive and Respond to Patient Feedback

Boston, MA ([PRWEB](#)) March 7, 2011 -- ON THE SPOT SYSTEMS, [a mobile systems provider](#), announced today that Signature Healthcare Brockton Hospital is using its [SURVEY ON THE SPOT](#) iPhone survey application in the hospital's Transitional Care Unit (TCU). The administration in the TCU recognized the critical importance of understanding patient service standards and launched their customized patient satisfaction survey on February 7, 2011.

“Patient satisfaction is our number one priority,” said Mike Baldassarre, Administrator for the Transitional Care Unit. “Our previous paper-based system was time-consuming, inefficient and costly. We did not receive enough valuable feedback and responses would come in 2-3 weeks later. SURVEY ON THE SPOT eliminates the pitfalls of using a paper-based system.”

SURVEY ON THE SPOT utilizes an iPad device as a feedback tool which is handed to patients as they prepare to depart the hospital. The survey only takes a few minutes. When completed, the survey gives the TCU priceless real-time feedback on the quality of service they've provided to the patient. Not only do they find out what they're doing well, they also have the opportunity to address any issues immediately.

By implementing SURVEY ON THE SPOT, hospitals, clinics, and medical offices can greatly improve feedback rates and learn more about the daily operations of their units across multiple locations. Healthcare facilities can also gain insights into service and operations on a same day basis and receive instant management alerts if a patient reports a problem. The system also provides an easy to use scorecard that can be used to discuss performance with your healthcare team.

“This system provides reliable and timely data to insure we are providing exceptional care, quality and service,” said Baldassarre. “The system's automated charts have the results mapped out so that we can visually see how we are doing with each question. It shows where we scored high and where we need to improve so that we can take the data and improve our quality processes.”

About ON THE SPOT SYSTEMS, Inc.

ON THE SPOT SYSTEMS develops mobile systems to enable businesses to gather customer insights and service feedback wherever and whenever it is needed.

SURVEY ON THE SPOT enables healthcare and other service focused organizations to capture in-the-moment customer feedback cost effectively. Utilizing iPhone, iPad, iPod touch, and smartphone technology, our surveys provide on-site insights including photos and text commentary. The system also features service alerts, digital coupons and rewards, and automated data reporting via the web.

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Online Web 2.0 Version

You can read the online version of this press release [here](#).