



**Survey On The Spot**  
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## **Regional Medical Center**

### **Problem**

#### **Regional Medical Center needed to:**

- Radically improve response rates for emergency department patient feedback
- They wanted to generate this feedback from patients before leaving the hospital
- Utilize the Management Alert feature to address any service issues in the moment
- Track feedback for individual physicians and PA's as well as the entire emergency team

### **How Survey On The Spot helped**

The surveys are being used in the Emergency Department at a Southeast Regional Medical Center.

When a patient is ready to leave the emergency department a volunteer gives them an iPod touch running Survey On The Spot. The survey, which is confidentially assigned to the care giver, can then be completed by the patient before leaving. The easy-to-use consumer interface allows the surveys to be completed in a minute or two. As soon as it's completed the results are compiled for reporting and available through the secure web portal. Staff is also alerted when anything is reported as "poor" which allows immediate action if required.

### **Management Alerts:**

Delivered within 10 seconds of survey submission. These have proven very effective for staff coaching and easy assessment of current procedures for improvement. Feedback can be reviewed before the shift is over.

### **Cost savings:**

- The ability to make quick decision based on real-time data reduces costs associated with repetitive issues.

### **Other observations:**

- Easy visibility of the system creates a stronger 'Service Halo' within the organization.
- Everyone is 'aware'. All participants can view their individual service reports.
- Automated 'Scorecard' provides administration with a comprehensive report at a glance.
- System can deliver reports automatically, eliminating the need to login to the system.

### **Voice of OUR Customer**

#### **What made you interested in Survey On The Spot?**

*I came across Survey On The Spot on the app store. It seemed to me to be a possible solution for the challenges associated with receiving patient feedback in a timely and meaningful way. Current feedback solutions do not give you information until well after the patient has gone home and may have little recollection of their emergency department experience.*

#### **How do you utilize Survey On The Spot?**

*We developed a very short (6 question) survey that covers the basics of the patient/care provider interaction. Our Emergency Department volunteers bring an iPod touch to the patient as they complete their treatment. Each survey is confidentially coded to the care provider so we can both a department and individual look at our performance. The use of the management alerts is used to notify the care giver in real time if there has been an issue with the patient's experience.*

**How does this survey system compare to your previous system?**

*Survey On The Spot is a terrific supplement to the legacy system. We get very high levels of participation and extremely actionable insights. In the first 60 days of use, we received over 900 surveys submissions.*

**Do you think this has the potential to work for other departments in the hospital?**

*Absolutely. I have let my colleagues know and we will be sharing the results when we go to quality improvement. The Medical Director is currently reviewing the system for possible use in other departments.*

**What do you see as some of the benefits of using Survey On The Spot at a hospital?**

*If there is a systems issue within the emergency department, finding out immediately allows us to deal with it right away, before another patient is impacted. The high level of responses also gives you a better feel for the overall performance of the department and individual contributors.*

**Would you be to recommend Survey On The Spot to other hospitals?**

*It is a very effective way to get patient feedback. The reporting system is excellent and enables us to see where we need to focus our efforts for improvement. The Survey On The Spot support team is always readily available to help whenever a question arises.*

**How other healthcare organizations can use Survey On The Spot**

By implementing Survey On The Spot, hospitals, clinics, and medical offices can:

- Greatly improve patient feedback rates
- Learn more about the daily operations of their units across multiple locations
- Gain insights into service and operations on a same day basis
- Receive instant management alerts if a patient reports a problem