



## Patient Experience

QC Health's Patient Experience and Feedback Management system is a robust, scalable and easy to implement solution for gathering patient and consumer feedback across your healthcare organisation.

QC Health was designed specifically for simply gathering complex data and is widely used across a large number of hospitals and aged care facilities.

Our feedback audits can be configured to capture basic information with little other metadata or a complex array of information, including a weighting for each question, link to a specific risk (control), NSQHS Standard, Policy reference etc.

2.1. Did our staff treat you with dignity, courtesy and respect during your stay? \*

Always

Most of the time

Sometimes

Seldom

Never

The configurable workflow enables feedback to be routed and actioned by the most appropriate team(s) and can be based on the location where the information was collected (ward / clinic), the service being offered, the type of feedback or any other logical option.

Being Device agnostic means that various devices can be placed in the most suitable locations to attract feedback from a wide array of consumers. Kiosks may be either fixed or moveable to enable reposition around the site, while other options such as the wall mount are more suitable in high-traffic areas where repositioning is not required.

Our Patient Experience and Feedback Management System is flexible in design and enables feedback to be gathered through text-based question and answers as well as visual cues to support cognitively impaired users, for example:



Multilanguage support is also available as an option.

The Feedback Management System feeds real-time data into our Reporting Dashboards Module that provides fully configurable, role based reporting including the ability to run ad hoc Reports and / or Push Reports that can be scheduled based on date and time or event driven, such as 'when 20 submissions have been reached'.

