

Enable Self-Directed Feedback

Anytime, Anywhere from Patients, Visitors and Staff

Feedback enables self-directed feedback from patients, visitors and staff in locations such as patient rooms, public areas, waiting rooms, nursing stations and break rooms. With three unique modalities, feedback can be collected throughout the facility to create touchpoints and capture actionable data that can augment rounding efforts and capture information that may otherwise go unreported.

Data Collection Options

1 Kiosks

When placed in breakrooms and nursing stations, kiosks can be used to capture employee satisfaction and monitor patient safety needs. Used in waiting rooms, lobbies, checkout stations, and treatment/diagnostic areas, kiosks capture insight to better understand key patient perceptions.

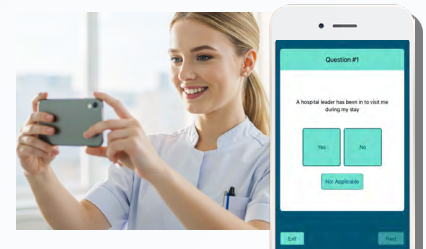
Give Us Your Feedback
What Should We Improve?
Share your thoughts about your hospital experience:



2 Text and Email

Text and email enable patient communication on their terms in areas such as preadmission, during their treatment or post treatment/discharge. For staff, employees can respond from anywhere to enable leadership to better understand preferences, perceptions, needs, and create action.

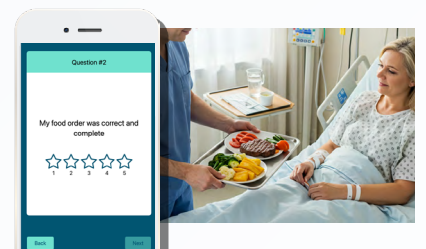
How Was Your Meal?
Scan the QR code to share your thoughts and help us improve:



3 QR Codes

Pre-programmed QR codes can be printed on tent cards on food trays, place cards in lobby bathrooms and post meeting surveys to quickly and easily monitor satisfaction and prioritize corrective action.

Give Us Your Feedback
Share your thoughts about your hospital experience:



Self-directed feedback enhances feedback capture frequency and efficiency, and feedback surveys are totally customizable. As data is collected in real-time, action items are routed to appropriate staff for resolution as needed. Hospital leaders gain even more insight through a robust reporting suite that highlights trends to inform improvement plans for exceptional outcomes.

How It Works

Adding Feedback data collection options to your rounding program helps in accomplishing your goals to increase quality and safety, improve patient satisfaction and enable more workforce engagement. Feedback empowers patients, visitors and staff to share their opinions and observations on demand.

By giving everyone the ability to complete surveys at their convenience, healthcare facilities capture more meaningful data without additional staff burden.



Kiosks

Breakrooms and nursing stations to capture employee satisfaction and monitor patient safety needs. Waiting rooms, lobbies, checkout stations, and treatment/diagnostic areas to better understand key patient perceptions.

QR Codes

Tent cards on food trays, place cards in lobby bathrooms, and post meeting surveys to quickly and easily monitor satisfaction and prioritize corrective action.

Texts and Emails

Communication on their terms; patient preadmission, during their treatment, post treatment/discharge, or employees anywhere to better understand preferences, perceptions, needs, and create action.

Work With Us

With 20+ years of experience and 800+ facilities contracted across the country, Sentact is helping healthcare leaders deliver high reliability for every aspect of care.

Sentact includes a full suite of applications—covering rounding, safety huddles, service request management, patient and staff feedback, compliance tracking, and more—so you can address every aspect of care and operations. Explore the complete Sentact solution suite to see how it can transform your organization.

Want to See it in Action?

Schedule a 15 minute introductory call: <https://info.sentact.com/contact-us>

Schedule a demo: <https://info.sentact.com/learn-more-sentact>

Visit our website: <https://sentact.com>