

User Satisfaction of SE Healthcare's Physician Empowerment™ Suite

CASE STUDY

SE Healthcare surveyed clients to gain feedback about their use of The *Physician Empowerment™ Suite*.

CLIENT FEEDBACK

Our client service team recently solicited anonymous feedback from our clients about their use of The *Physician Empowerment™ Suite*. Our clients provided details regarding changes that they've made to their practice based on the use of the tools within the platform.

- **85% of respondents** cited that they made changes to their practice based on results from The *Patient Experience Platform*
- **91% of respondents** rated the helpfulness of The *Physician Empowerment™ Suite* client support team as "Very Good" or "Excellent"
- **98% of respondents** cited that they use The *Physician Empowerment™ Suite* at least once per month

THE PHYSICIAN EMPOWERMENT™ SUITE

Empowering healthcare providers through data analytics by measuring critical performance metrics to drive improvement and growth.

The Physician Empowerment™ Suite Difference:

- Unique questions and content carefully formulated by healthcare thought leaders
- Simple, easy-to-use, affordable platform to enhance user experience
- Real-time, actionable insights to improve your decision making
- Specialty-specific to gather the data that matters most
- Credible data beyond the basics to also focus on critical topics like physician burnout, reimbursement, and patient engagement



"Providers and staff are more aware of how their interactions are perceived by patients. It's nice to see such positive comments about providers that we can share with them."

"This has alerted us to the need for changes such as training in customer service skills. It has also made our providers more aware of how they are perceived by their patients, which in turn has driven change in patient communication."

"We've been able to enhance process workflow, staff training, and HIPAA adherence."

"We've begun working with providers to improve appointment access by adding early morning appointment times in an effort to reduce barriers for patients to get same day and next day appointments."

"We took steps to quiet staff outside of patient rooms and began notifying patients of delays more consistently."

"We let one person go due to bad reviews which we confirmed were correct."