



Advancing the Patient Experience

Unleash targeted insights through advanced analytics

Care Analytics is a SAS company that assesses skilled nursing facilities and provides feedback to make quality improvements for patient satisfaction in real time.

To advance the patient experience, providers must understand patient needs and address targeted opportunities within patient populations. Care Analytics provides meaningful and actionable insights into every aspect of patient perception. We work with facilities to collect feedback through real-time point of care tablet based assessments. We provide straight-forward steps focusing on the key drivers of exceptional patient experiences. Our model is based on the marriage of big data and years of experience with improving patient satisfaction and facility communication.



“Care Analytics gives me instant insight into how my facilities and patients are doing. This product is immensely helpful and our go-to resource for big decisions”

- Angela Polletta, Regional Director of Marketing
Landmark Management Solutions



What is patient satisfaction?

There's a key distinction between measuring a patient's overall experience of care, versus their satisfaction of care. Patients' review of care is often based on a generalized review of whether they received certain services, and their perception of those services provided. To complicate matters, these traditional reviews are often completed only during the commotion of discharge from a facility, and treated as a lukewarm formality. When patients review their satisfaction of care in planned stages, the results are surprisingly specific and useful. When Care Analytics' metrics are applied to these collective data points, the results point to facility actions and interventions that can be implemented to accelerate patient satisfaction levels.

By utilizing Care Analytics' measured feedback loop of patient satisfaction levels, care becomes more patient-oriented. This creates greater efficacy of nursing care, as well as distinguishing the facility as a "first choice" nursing care center in the community. This provides a mutually beneficial outcome for the facility's demand for services and patient care outcomes.

What do patients want?

The key factors we have found to that contribute to patient satisfaction in rank order are:

- Being treated with dignity and respect
- Having a provider who listens carefully to their health concerns
- Feeling that the provider is easy to talk to and takes their concerns seriously
- Feeling that the provider is willing to spend enough time with them
- Believing that the provider truly cares about them



Our Features



Tablet or Text Based

Care Analytics is the only tablet/text-based assessment product specifically designed for skilled nursing and managed care facilities.



CoreQ Certified

HIPAA compliant and fully protected, Care Analytics data is highly-secure and private and we work directly with the AHCA/NCAL to directly upload data for your facility.



Portable Solution

Mobile patient satisfaction assessments allow facilities to gauge their patient satisfaction. This gives the facility a distinct advantage over traditional patient surveys.



Increased Survey Participation

Care Analytics has an amazing 99% response rate vs. our competitors who average a 31% response rate.



Immediate Feedback

Real-time, actionable satisfaction assessment methods allow facilities to rapidly adjust to patient needs. Communicate directly to staff and residents via text message to share emergency information.



Affordable

40% cheaper than any other survey product on the market today and more cost effective than other communication platforms.

Our Product

The process:

- Patient assessments are completed during admission, at regular intervals while services are administered, and discharge via Ipad or text message.
- Administrators can login to the easy-to-use dashboard and review the results in real-time. Results are emailed instantly to the facility for record keeping. Follow up assessments can also be administered to solve issues based on poor survey results. Comments and feedback are always available for the facility to review. Positive surveys also have the ability to ask for those individuals for a Google review. Care Analytics Star Ratings solution calculates star ratings from your patient, resident, and family survey data, and publishes those ratings onto your website.
- Stakeholders can utilize dashboard reports and easy-to-read data points to make quality improvements instantly.

Care
ANALYTICS

Help us to improve our service and customer satisfaction.

PROGRESS (3/13)

BACKGROUND

Would you return to our facility? If no, please explain why.

☒ Yes

☐ No

Would you recommend us to a friend? If no, please explain why.

☒ Yes

☐ No

Do you have a roommate?

☐ Yes

☐ No

Who is completing the survey?

☐ Patient

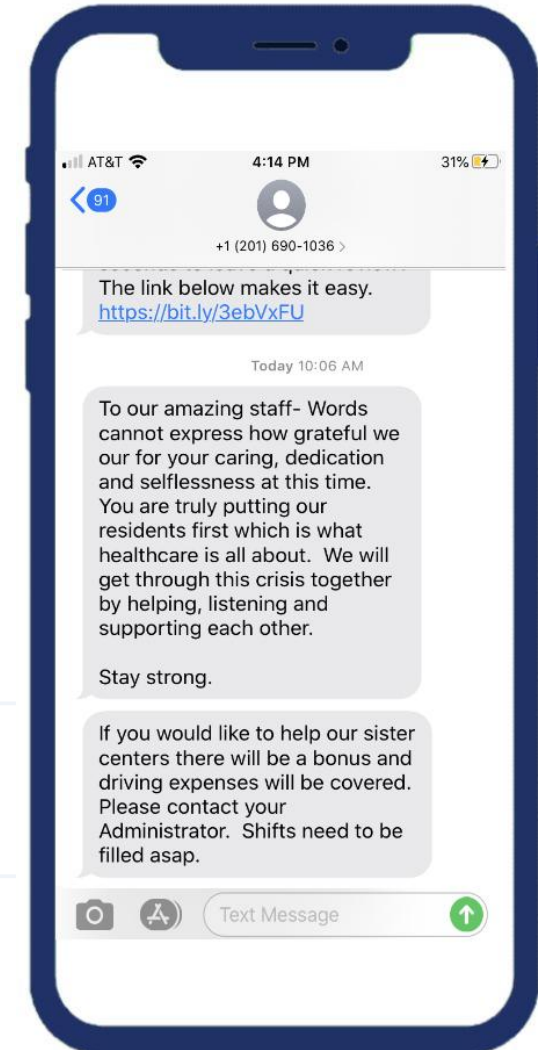
☐ Other

< BACKWARD FORWARD >

✚ Care Messaging

The product:

- Care Analytics Messaging helps you provide critical instructions to residents, family and staff during an emergency. Care Messaging is a simple yet powerful notification solution that enables you to easily keep seniors, staff and families informed of events and important information.
 - Every day, you spend hours trying to find staff to fill open shifts or coverage for staff call-outs—while also trying to keep your staff informed of important alerts and due dates. It's costly, time-consuming and frustrating. With Care messaging, you can easily alert staff members about open shifts and other critical information. Each staff member gets personalized messages via text.
 - Reduce costs – Communities using care messaging have reduced overtime expenses by up to 25%, saving tens of thousands of dollars.
- Ensure staff compliance – care messaging can send reminders to ensure licenses and training dates are met.





Cost Analysis

The Care Analytics Survey Platform has a one time setup fee of \$250 and a fee of \$175 per month per Facility with a minimum 2 year Contract.

(not including messaging costs of \$.03 per text)

If a facility desires an Ipad - We have one time setup costs ranging from \$300 to \$500 per facility depending on the model of iPad. Setup costs include the iPad, safety case, and delivery of the iPad to the facility.

(Additional costs may apply if special requests are made and discounts can be applied if your organization has multiple facilities)



Thank you for your consideration.

Contact us:
www.careanalytics.net