

J.D. POWER
HEALTHCARE INTELLIGENCE

Distinguish your Hospital by Asking 3 Key Questions

The Hospital Patient Satisfaction Program can help you understand...

1 WHAT IS IMPORTANT TO PATIENTS?

While quality measurement programs capture “what happened,” they fail to ask what is important to the patient. Any kind of performance improvement program needs to start with this question.

2 WHICH IMPROVEMENTS MATTER MOST?

Quality programs treat every part of the patient journey the same...but that's not how patients see it. Some parts of the journey are more important than others. Hospitals can use this information as a way to prioritize improvement initiatives.

3 WHAT DOES GOOD LOOK LIKE?

Once you understand what is important to patients and which aspects of the experience are more important than others, you can use this framework to understand what an outstanding experience looks like across the competitive landscape.

GET STARTED >