

# J.D. POWER

HEALTHCARE INTELLIGENCE

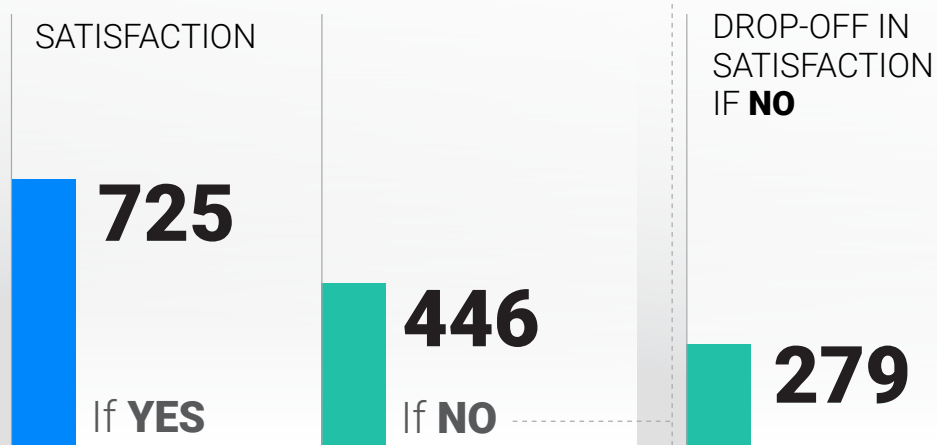
**Staffing shortages, limited resources, and provider turnover have left many hospitals struggling to meet demand...and hospital patients are noticing.**



## The good news?

J.D. Power has identified 15+ key performance indicators (KPIs) that can make the difference in patient satisfaction, such as:

**The information in writing about what symptoms or health problems to look out for prepared me completely for leaving the hospital**



**Patients want to feel prepared to leave the hospital:**

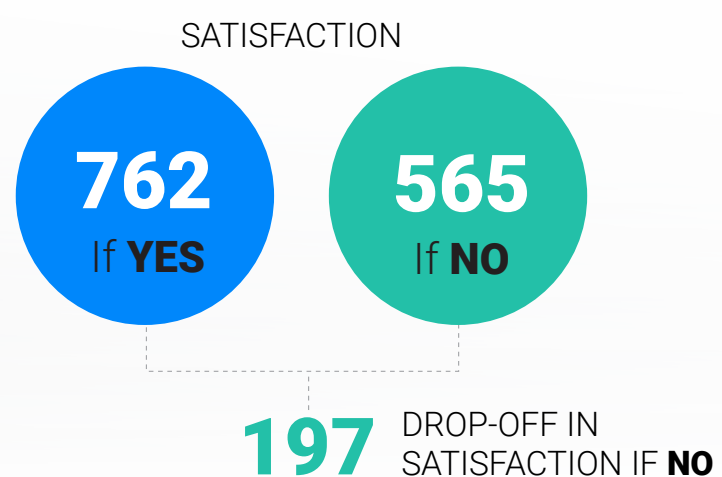
Hospitals that provide post-discharge care notes in writing, including what symptoms to watch for after leaving the hospital, can improve their satisfaction scores and avoid some readmissions.



**Patients want peace and quiet at night:**

While sometimes tests and vital checks make this difficult to achieve, hospital staff can boost this area of satisfaction by making sure conversations aren't had in the halls and any unnecessary lights are turned off.

**The area around my room was always quiet at night**



**Uncover more KPIs to take your patient satisfaction scores to the next level >>**