

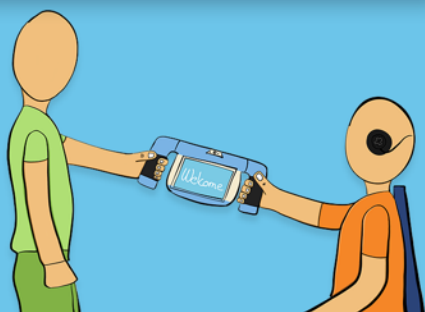
1 Patient is introduced to Phrazer



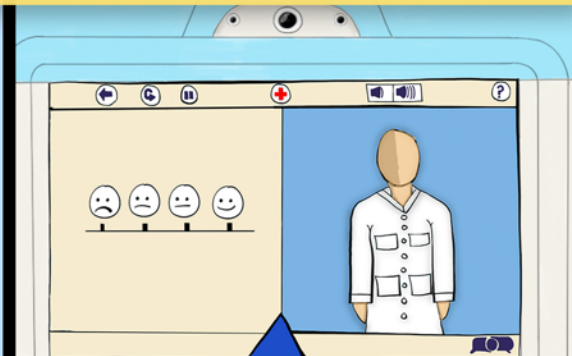
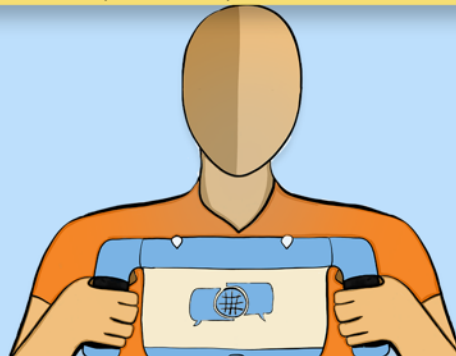
2 Staff member assigns Patient Satisfaction protocol



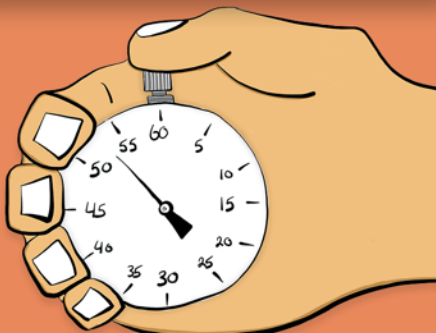
3 Staff hands the patient Phrazer with patient headset



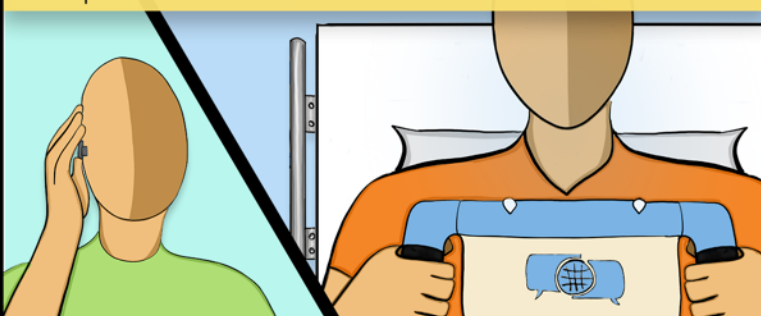
4 Patient completes survey -



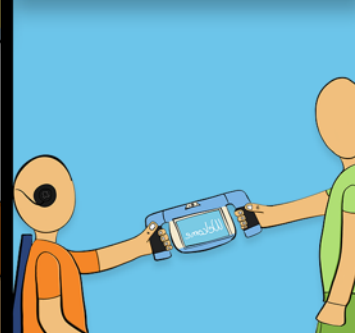
5 - In under one minute



6 Staff listens via caregiver audio & is updated when protocol is completed



7 Staff collects Phrazer



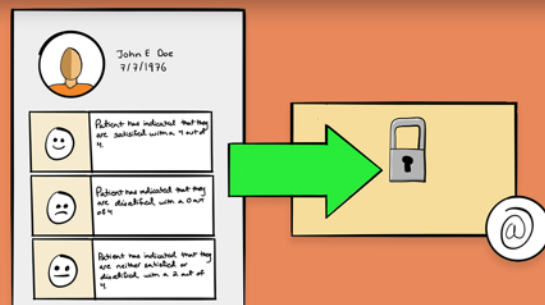
8 Staff reviews patient summary text



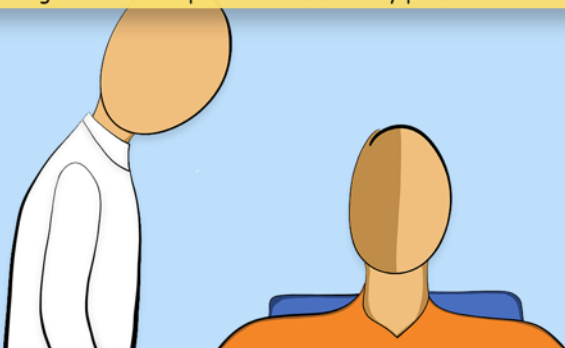
Previous Protocols  
Triage v1.0  
Patient Satisfaction v1.0



9 Summary text remains in profile & may be securely emailed to Unit Manager



10 Unit Manager visits with patient to efficiently perform service recovery



11 Patient is discharged after a more positive patient experience



## A Better Patient Experience

Patient Experience is one of the best indicators your patients will do well after discharge. In addition, millions of dollars worth of your reimbursement are dependent on your HCAHPS scores.

- Phrazer establishes trust with your patients as soon as they use it
- Patients are more open and honest about their concerns with Phrazer
- Patients appreciate the privacy and cultural sensitivity Phrazer offers them, *every time*

When your leaders use Phrazer to gather Patient Experience data, your patients receive earlier service recovery, which enhances their experience.

## More Efficient and Effective Leaders

Leaders take Patient Experience very seriously. Though they know how important Leader Rounding is, they often don't have time to visit every patient.

- Phrazer asks the Patient Experience questions your leaders are already asking
- Leaders are given patient responses in real-time, as well as via secure email
- Leaders have more time to get "Back to the Bedside" in order to have more meaningful engagements and earlier service recovery with patients in need

Higher HCAHPS scores equal higher reimbursement rates. Using Phrazer for Leader Rounding gives your leaders confidence, knowing their patients' concerns have been addressed before they go home and receive an HCAHPS survey.

## Saving You Time and Money

