



CipherHealth Patient Rounding Response Analysis



Identify broad trends in patient experience to increase patient satisfaction at your organization.

Hear the Voice of Your Patient Population

Responses gathered during patient rounds contain invaluable insights into how your patient population experiences your organization. The feedback they share through structured and free-text responses provide visibility to what is going well and where improvements can be made, but summarizing results by manually reviewing hundreds or more comments is burdensome for staff and nearly impossible to do at scale. CipherHealth's Patient Rounding Response Analysis highlights top questions and matches free-text responses to highlight new and emerging trends in patient experience, helping your organization identify key areas of strength and opportunity.

CipherHealth's Patient Rounding Response Analysis helps you:



Decipher the Sentiment Behind Comments

Discover the overall sentiment of patient responses through analysis of words in context and order.



Reduce Manual Tasks for Staff

Staff no longer need to comb through pages of responses to gain insight into patient experience, enabling them to spend more time at the bedside and on improvement efforts.



Identify Strengths and Opportunity Areas

See where your organization shines and where you can improve.



Explore New Patient Experience Trends at Your Organization

View engagement activity and evaluate trends to optimize programs across patient populations for better clinical and operational results.

Key Benefits

Reduce Administrative Burden

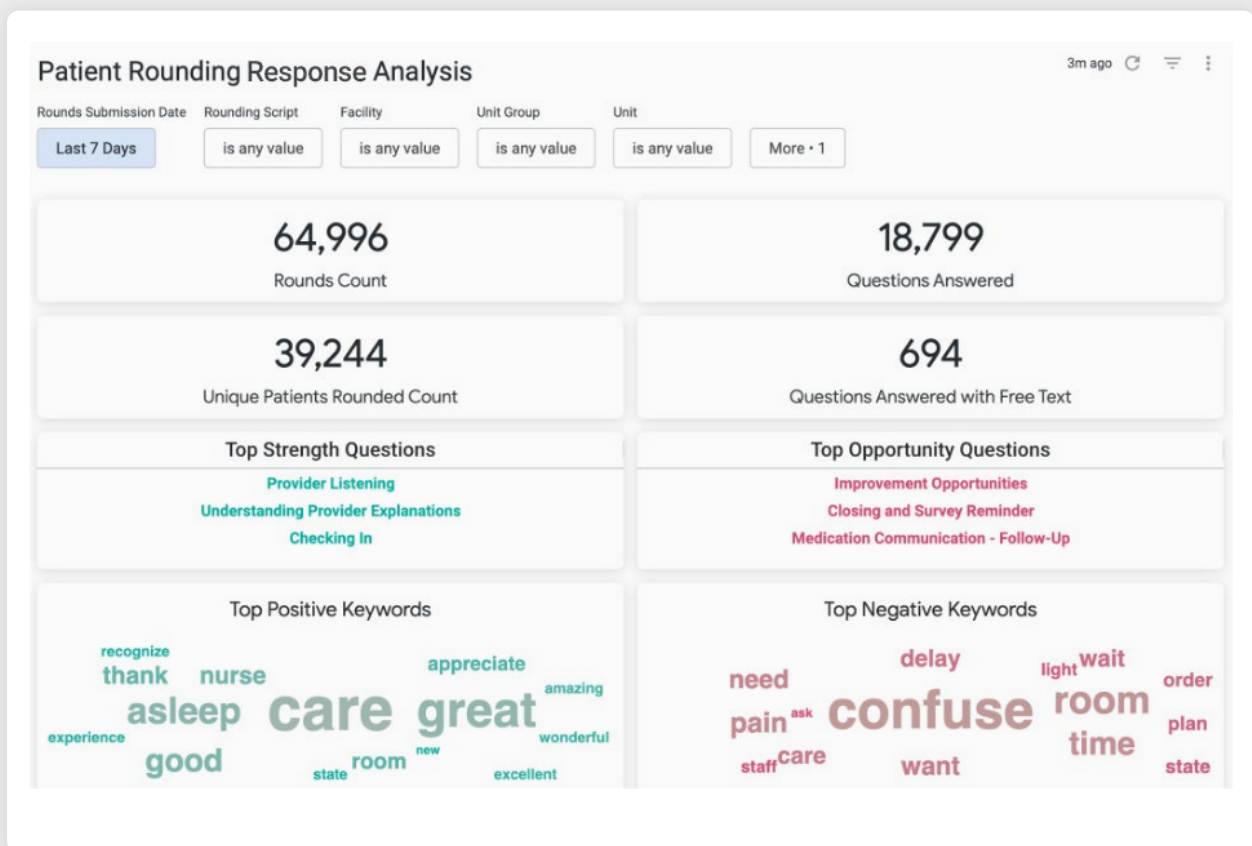
- Report on patient sentiment quickly and easily across your organization.
- Free staff from the timely task of reviewing and analyzing free-text responses to rounding questions.
- Utilize CipherInsights Advanced Dashboards capabilities to keep track of patient sentiment trends with alerts and scheduled delivery.

Gain a Deeper Understanding of the Patient Experience

- Natural language processing identifies responses as positive or negative by analyzing words in context and order to determine the overall sentiment of the response.
- See which questions garner the top positive and negative responses to identify strengths and opportunities.
- Drill into top positive and negative keywords.
- Use filters such as the date a round was performed or the rounding script to drill into data.

Inform Initiatives

- Explore topics and issues in patient experience that aren't evident from existing rounding scripts.
- Use trends to refine rounding scripts and inform other patient experience initiatives at your organization focusing improvement efforts on factors that impact patients the most.



Summary widgets provide at-a-glance information about patient sentiment