vital

Identify and Resolve Patient Concerns in Real-Time

Vital's Experience Management Tool Empowers Patients to Flag Concerns

Enable Fast and Intuitive Patient Surveys

Improve patient satisfaction, patient loyalty, and quality of care

On average, 50 to 70 percent of hospital admissions come in through the Emergency Department (ED). Yet, admissions through the ED often lead to lower HCAHPS scores when compared to direct admits. One health system reported a 30 point difference in HCAHPS scores when the two were compared. The reality is, patients do not have an efficient or easy way to voice concerns in real-time. Complaints go unresolved and the patient experience is diminished, leading to lower patient satisfaction, reduced patient loyalty, and lost downstream revenue.

Vital's Experience Management Tool

Vital has developed a solution for this gap by building an experience management feature directly into the Vital Emergency digital tool. With utilization rates 3 to 4 times higher than the industry average, 60 to 70 percent of patients presenting to the ED will use Vital Emergency application. Beyond viewing personalized visit information and status updates, patients can use Vital Emergency to instantly relay concerns and issues. This triggers appropriately routed notifications, allowing hospital staff to efficiently identify and manage patient concerns. Early pilot outcomes: improved Google ratings and improved staff satisfaction.

How It Works

A text message is sent to the patient's phone inviting them to complete the survey.

Surveys are designed to be intuitive, fast, and easy to complete.

A patient complaint will be escalated if the patient selects 3 stars or below.

If a 4 or 5-star rating is selected, Vital redirects the patient to leave a Google review.

ABOUT VITAL

Vital provides intelligent software, leveraging AI, natural language processing (NLP), and a beautiful user experience for patients and their caregivers in emergency departments and hospitals. The result is lower cost of care, improved patient loyalty, and higher satisfaction.

FEATURES & BENEFITS

For Patients

- Easy to use
- Less than 1 minute to complete
- Increased satisfaction

For Hospitals

- Real-time escalation
- Centralized notification for staff
- Effectively remediate concerns
- Improve Press Ganey, ED CAHPS, HCAHPS, and Google reviews
- Increase patient loyalty
- Provide high-quality care

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