

A BETTER VIEW OF THE PATIENT JOURNEY

Just as patients look to their caregivers to monitor wellness and address health issues, clinical staff must listen to the voices of their patients to assess risks and respond accordingly.

The Care Experience platforms not only deliver subjective voice-of-the-patient insights at every key point in the healthcare continuum, they also leverage clinical data integration to make informed, effective decisions in real time.

Patient feedback alone isn't enough to predict risks and redirect behaviors. Today's healthcare landscape also demands the ability to aggregate and translate subjective feedback into actionable analytics. Care Experience delivers real-time insights for optimal outcomes.

**IDENTIFY RISKS.
REDIRECT BEHAVIORS.**

Patient feedback systems are nothing new. But all too often, the critical information gathered during patient assessments and surveys only paint a part of the picture.

With Care Experience, the voice of the patient becomes a powerful and effective ally in the delivery of quality care.

The Care Experience open data model has the ability to draw upon clinical data and subjective patient feedback from multiple sources. Behind the scenes, advanced IBM Watson algorithms constantly scan and analyze data to identify patients at risk. And with user-friendly workflow tools and role-based analytics, healthcare staff at every level of the organization have the insights they need to take corrective action swiftly and confidently. By constantly re-tuning the patient journey, Care Experience empowers healthcare providers to put patients first while protecting revenue at risk.



Reengineered Discharge
and Clinical Action Plans
REDCAPS™



Patient Journey Mapping
CRMD™



Predictive Analytics to better
understand patient needs
and manage risk

care experience™

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