



Improve Patient Satisfaction Scores with Text Mining

Challenge

- Low patient satisfaction scores
- Insight into low scores trapped in survey data
 - Hundreds of patients daily
 - Extensive manual review work
 - Burdensome to the patient experience team
- Hard to know what drives large-scale change

Solution

- Quickly analyzed survey data with topic recognition
- Identified most common root-causes of complaints and bad scores:
 - Doctor presence and face time
 - Wait times
 - Quality of care
- Process automated: analysis updated real-time
- Prescriptive recommendations delivered

Impact

- Worked with clinical staff to implement changes
 - Quick action & immediate results
- Patient satisfaction scores increased by 40%
 - First six months
 - Based only on first wave of changes
 - Continuous improvement expected from real-time updates
- Able to identify new issues, as they emerge

Problem type: Text analytics

Universal relevance: It's hard to manage what you don't measure. But what do you do when something is hard to measure? Topic mining can make unstructured data measurable, so you can identify actions that drive meaningful change.