

# Here's how to raise your standards.

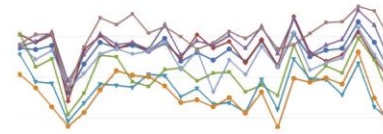


Survey Vitals provides physician practices and hospitals with immediate, understandable, and actionable constituent feedback through a proprietary, electronic survey process. Easy to administer surveys with low bias and immediate reporting provide the data required for continuous improvement and increased patient, employee, and physician satisfaction.



Average Surveys Per Day  
52

Average Wait Time  
18.6 Minutes



## Observe

- Use survey data to see your organization without preconceived notions.
- Using any internet device, administrators can see a dashboard and robust reports for group, organizational divisions and even individual practitioners.
- Benchmarking provides a valid perspective from which to take action and improve.

## Automated Delivery

- It has never been easier to hear and understand what patients, physicians and employees have to say.
- Completely automate your patient surveying process.
- Using email, sms, and interactive voice response technologies along with your patient data software, let our processing engine do the rest. Setup automatic secure transfer of your patient data, sit back, and watch the results roll in.

## Improve

**Increase quality through a clear understanding of practice and hospital performance**

Make decisions based on the best available evidence.

**Benefit from a 360-degree feedback perspective**

Listen to your patients, physicians and team members.

**Reduce cost**

Increased function and greater value at a much lower cost than traditional methods. SurveyVitals Patient Satisfaction subscription fee is \$375 annually (plus a one-time on-boarding fee of \$50) for each practitioner. Additional 360 feedback surveys are complimentary with full organization subscription.

**Reduce bias**

Online administration provides low cost while reducing the bias found with traditional paper and phone interview methodologies.

**Increase your awareness and make on-the-spot improvements**

Up-to-the-minute feedback is available via portal-based reports, email alerts, and awareness screens.

**Track your progress through robust charting**

Quality measures, multiple benchmarks, trends and percentile rankings give you all the information you need to improve.

## Fulfill

**Specialty Associations**

Maintenance of Certification Part IV requirements are included for patient, peer and other communication survey requirements.

## Prosper

**Patient Satisfaction**

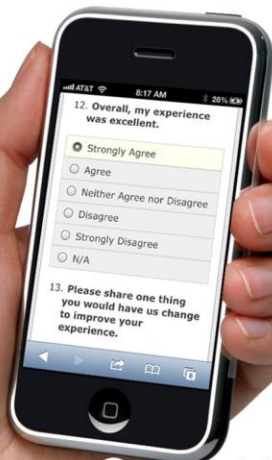
Improved patient satisfaction, combined with improved employee satisfaction leads to higher productivity and profitability. Decreases in patient satisfaction are associated with increased complaints and malpractice lawsuits.

**Physician Satisfaction**

Identify issues, provide a conduit for input and increase physician satisfaction, productivity and retention.

**Employee Satisfaction**

Improve productivity, profit, employee turnover, safety and patient satisfaction by keeping a close watch on your team's engagement and performance.



## Surveys

External Science  
Patient Satisfaction  
C&G CAHPS  
CAHPS Surgical Care  
CAHPS PCMH  
Maintenance of Physician Certification  
Ortho Surgery Inpatient  
Hospitalist Inpatient  
Referring Physician Satisfaction

Internal Science  
AHRQ Survey on Patient Safety Culture  
Physician Satisfaction  
Peer-to-Peer  
Employee Satisfaction

Residency Programs

Patient Satisfaction  
Mentor Satisfaction  
Attending Satisfaction  
Employee Satisfaction  
Peer-to-Peer  
Obstetrical Delivery

Anesthesia Programs

Patient Satisfaction  
Surgeon Satisfaction  
Anesthesiologist Satisfaction  
CRNA/AA Satisfaction  
Peer-to-Peer