



Enhance Your Patients' Satisfaction and Experience by Combining Online Reviews With Social Intelligence

HCAHPS Optimization Services by NTT DATA

Find out how social media impacts your HCAHPS score

One of the top priorities for your healthcare organization is providing your patients with an informative, seamless experience that is the least painful and most useful to them, which can help build a better experience for any potential future visits. And the demand for high-quality patient care and experience has steadily increased due to social-media-driven consumers and the current business climate of immediate consumer satisfaction.

The Patient Protection and Affordable Care Act further strengthens the need to improve your patients' experiences because it includes Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results as a major determining factor in calculating your organization's value-based incentive payment. But with survey

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Get a comprehensive view of your business with consulting, reporting and social media listening services from NTT DATA.
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through social media to enhance your patients' experiences. HCAHPS Optimization Services extracts key data from top hospital review sites, aggregates geo-located social intelligence and monitors branded social media conversations to give you the insights you need to improve your operations.

results not known until after the care has been provided, it can be difficult for you to apply real-time insights to your operations that will directly impact your HCAHPS score and incentive payment.

That's where NTT DATA Services can help. HCAHPS Optimization Services by NTT DATA utilizes a complete set of consulting, reporting and social media listening services to give you a more comprehensive view of your business

Key benefits:

- Provides real-time prediction of your HCAHPS score
- Minimizes negative sentiment on social media
- Delivers business insight into your patients' experiences



How NTT DATA can help

HCAHPS Optimization Services provides more than just real-time insights.

From the HCAHPS Optimization Services dashboard, which uses data from online reviews as well as from location-based and brand-specific social media, you can track your systems and your affiliated/ staff doctors. Your data will be displayed in-line with your HCAHPS survey results.

As part of HCAHPS Optimization Services, we analyze the digital interactions of your patients' experiences to create a report that identifies the pain points that could potentially affect your operations' performance, which we will present to your leadership team.

We also will create an implementation plan that focuses on the strategic benefits and marketing opportunities your organization can realize with the rollout of a branded healthcare community.

About NTT DATA Digital Business Services

NTT DATA Digital Business Services enables digital transformation for clients by taking a business-first approach. Digital Business Services uses a robust consulting methodology to create digital strategy roadmaps for organizations, enabling new revenue models, exceptional customer engagement and superior operational excellence. Our services use digital technologies, such as analytics, mobile, social media, cloud and the Internet of Things, to deliver end-to-end client solutions.



Visit nttdataservices.com to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.

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