

CareSay

Disrupting the Way Healthcare Listens to Improve





One Dynamic System to Listen and Improve

CareSay⁺ Suite

VOICE OF THE PATIENT

Unfiltered Patient Feedback



The key to delivering a 5 Star patient experience is to simplify and speed up real-time, frictionless, unfiltered, authentic patient feedback.

Active Patient Listening



Your captive audience provides a unique opportunity to proactively listen, empathize, and respond.

VOICE OF THE CAREGIVER

Caregiver Perception Surveys



“Perception=Deception.” It’s time to stop guessing and gain real-time insights about employee morale.

Active Caregiver Listening



Today’s progressive leaders round on their people consistently to create trust and authentic two-way communication.

CareSay Suite at-a-glance

UNFILTERED PATIENT FEEDBACK



REVIEWS

Engage with your patients in real-time to gain two-way unfiltered feedback about their service experience



SNAPSHOT

Take a snapshot of patient perceptions with micro, CAHPS based survey

ACTIVE PATIENT LISTENING



NURSE LEADER PATIENT ROUNDING

Equip nurse leaders to efficiently drive patient experience and safety improvement



NURSE HOURLY ROUNDING

Enhance patient experience and responsiveness while improving nurse efficiency



C-SUITE NEW PATIENT WELCOME ROUNDING

Delight patients with this easy, 3-step patient welcome visit protocol



PATIENT INSIGHT ROUNDING

Leverage this early warning system to gain immediate patient feedback and turn it into fast, sustainable improvement

ACTIVE CAREGIVER LISTENING



C-SUITE CAREGIVER ROUNDING

Build trust, drive communication, and enhance relationships to create an employer of choice culture



LEADER CAREGIVER DAILY ROUNDING

Facilitate quality 2-way employee communication that builds relationships and departmental teamwork



5 STAR MAINTENANCE ROUNDING

Enable maintenance leaders to proactively identify and prioritize opportunities for repair and improvement

CAREGIVER PERCEPTION



CAREGIVER ENGAGEMENT SURVEY

Take a realtime, authentic pulse of employee engagement, morale, and job satisfaction to expedite the journey to employer of choice



EMPOWERMENT SURVEY

Provide a confidential, realtime 180° blueprint for leaders to improve their people skills and transform managers into leaders



INTERNAL SERVICES SCORECARD

Empower department leaders with a system to measure and continuously improve internal service delivery



**SO MANY REASONS,
SO MANY BENEFITS**

- **Accessible Anywhere and Everywhere**

Enables instant, on the go access via tablet, smartphone, and laptop

- **Dynamic Suite of Improvement Tools**

Intuitively integrated into one easy to use system

- **User-friendly Data Input**

Designed for all skill levels

- **Safe, Secure, and Confidential**

HIPPA Compliant

- **Comprehensive Performance Dashboard**

Makes data interpretation a breeze

- **Real-time Patient and Caregiver Verbatim Comments**

Transforms into helpful trending insights

- **Engage and Empower Patients and Employees**

Instantly validates their feelings and concerns

- **Breakthrough Leader Empowerment Education**

On-Demand webinar: "How to Gain a Buy-In from Everyone for Anything"

- **Pennies per Day**

Save on time, labor, and reduce the cost of continuous improvement

- **Live Help Desk Support**

Connect with our team by phone or email – we're here for you!

CareSay Reviews™

Engage with your patients in real-time to gain two-way unfiltered feedback about their service experience

SCHEDULE
A DEMO

Improve your Google Rating

using our
automated
Google
integration!



PERFORMANCE FEATURES

- Gain real-time, actionable feedback
- Patient initiated
- Accessible via smartphone, tablet, or desktop

ENGAGEMENT BENEFITS

- Short-circuit negative social media ratings
- Ensure every patient experiences a 5 Star service level every time
- Deliver preemptive Service Recovery
- Receive important patient requests

CARESAY PULSE ADD-ON

- Take a deeper dive into your patient's perceptions of their care
- Choose from 1 of 4 survey categories:
 - Inpatient+
 - Outpatient+
 - Medical Practice+
 - Emergency+



CareSay Snapshot™

Take a customized snapshot of patient perceptions with this microsurvey focused on individual providers or overall departments

**SCHEDULE
A DEMO**

Provider & Department



PERFORMANCE FEATURES

- Custom micro question survey
- Real-time patient insights
- Instantly benchmark results (by Provider)

ENGAGEMENT BENEFITS

- Quick and easy patient-initiated feedback
- Demystifies a typically complex patient listening process
- Reduces time lag of improvement process from months to days
- Cost effective, value-added improvement tool



**Improve your Google Rating using
our automated Google integration!**



CareSay  **ROUNDING™ BUNDLE
AT-A-GLANCE**

The CareSay Rounding bundle of improvement tools empowers leaders and caregivers to create a consistent, high reliability culture of healing kindness

Nurse Leader Patient Rounding p8

Nurse Hourly Rounding p9

Patient Insight Rounding p10

C-Suite New Patient Welcome Rounding p11

C-Suite Caregiver Rounding p12

Leader Caregiver Daily Rounding p13

Proactive Maintenance Rounding p14

The CareSay Rounding™ Bundles enables your leaders to

- Facilitate rounding by individuals or multi-disciplinary teams
- Streamline and improve all your rounding protocols and initiatives
- Improve patient experience and clinical outcomes simultaneously
- Create a culture of high reliability patient and caregiver engagement

CareSay Nurse Leader Patient Rounding™

Equip nurse leaders to efficiently drive patient experience and safety improvement

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Design a question set that targets your patient's needs and organization's practices and goals
- Capture an accurate snapshot of both positive and negative patient perceptions
- Enable preemptive service recovery
- Review daily/weekly/monthly/quarterly goals to track improvement

ENGAGEMENT BENEFITS

- Enhance leader visibility to build patient trust
- Create leader engagement and accountability through the rounding process
- Design a patient communication care plan to meet the needs of each patients' unique preferences
- Notice and appreciate exceptional caregiver service
- Improve HCAHPS patient experience scores

CareSay Nurse Hourly Rounding™

Enhances patient experience and responsiveness
while improving nurse efficiency

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Enable relationship-based communication
- Expedite timely patient and family service request follow up
- Track trends for continuous improvement
- Provide valuable data and insights for bedside report

ENGAGEMENT BENEFITS

- Enhance nurse and aid productivity
- Gain revealing analytics that provide practical insights into individual nurse practices
- Enhance patient safety and experience by ensuring their needs don't fall between the cracks
- Prompt the nurse to update the patients care board with their priority preferences and goals

CareSay C-Suite New Patient Welcome Rounding™

Delight patients with this easy, 3-step patient welcome visit protocol

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Quick and easy input via our smartphone app
- Instantly share patient preferences and concerns with caregivers
- Initiate preemptive service recovery
- Capture and share patient compliments about their caregivers

ENGAGEMENT BENEFITS

- Model patient driven leadership that inspires
- Manage up Nurses, CNA's, and patient caregivers
- Delight patients with an unexpected kindness visit
- Demonstrate real-time patient responsiveness

CareSay⁺ Patient Insight Rounding™

Leverage this early warning system to gain immediate patient feedback and turn it into fast, sustainable improvement

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Target specific CAHPS domains for unit-based attention and continuous improvement
- Online training for all users
- HIPPA and Joint Commission Compliant
- Customized question sets

ENGAGEMENT BENEFITS

- Discover early warning signals about patient dissatisfiers
- Hardwire best practices and scripting to support an effective rounding process that includes senior administrators, nurses, and leaders
- Isolate high-target improvement items in each department or unit
- Continuously monitor trends and create an action plan

“We love this system! It’s quick and easy to use. We get great feedback, and are able to identify trends as they develop, which allows us to take immediate corrective action. We’ve experienced significant improvement as a result.”

**– Emily Mouser, Vice President,
Human Resources, McAlester Regional Health Center**

CareSay C-Suite Caregiver Rounding™

Build trust, drive communication, and model an
Employer of Choice culture

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Customized questions to meet your unique needs and goals
- Simple and easy report generation
- Monitor the pulse of employee morale
- Achieve on the spot caregiver recognition

ENGAGEMENT BENEFITS

- Build authentic quality employee relationships that builds trust and rapport
- Discover issues and concerns about service inconsistencies
- Seek out recommendations for other peer caregivers worthy of notice and appreciation
- Role model a commitment to the patient experience that inspires caregiver engagement

CareSay⁺ Leader Caregiver Daily Rounding™

Facilitate quality 2-way employee communication that builds relationships and departmental teamwork.

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Access employee at-a-glance “Getting to Know You” information
- Get a reminder of birthdays, employment anniversaries, and preparation for employee reviews
- Initiate follow-up to employee needs, concerns, and suggestions

ENGAGEMENT BENEFITS

- Enhance employee morale, job satisfaction, and retention
- Create accountability for enhanced two-way communication
- Build trust and loyalty that make change possible
- Demonstrate responsiveness to employee concerns, suggestions, and requests



Track each employee's personal and professional preferences through the 'My List' integration!

CareSay⁺ 5 Star Maintenance Rounding™

Enable maintenance leaders to proactively identify and prioritize opportunities for repair and improvement

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Enable maintenance to proactively round and track internal customer needs
- Real-time service requests sent directly to the appropriate personnel
- Receive requests from nurse leaders and C-Suite rounding

ENGAGEMENT BENEFITS

- Anticipate service requests and minimize patient interruption and disappointment
- Consistently enhance internal customer service experience
- Improve maintenance personnel productivity
- Eliminate needless misunderstanding and conflict

CareSay Caregiver Engagement Survey™

Take a real-time, authentic pulse of employee engagement, morale, and job satisfaction to expedite the journey to Employer of Choice

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Provide your leaders with actionable feedback to improve morale, retention and engagement
- Short circuit rumors and hearsay and know exactly what matters to your frontline
- Easily digest and interpret feedback in a way that facilitates timely improvement
- Gain on-the-job authentic insights quickly and easily

ENGAGEMENT BENEFITS

- Take the pulse of hot button issues while there is still time to intervene
- Get in sync with the issues that matter most to caregivers and learn how to improve their workday
- Build trust by creating employee driven policies that empower and engage
- Build a high performing Employer of Choice culture

CareSay Staff CAHPS Survey Tool™

Empower all employees to gain a hands-on experience of a CAHPS survey through the patient's eye

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Send the survey to the entire organization quickly and efficiently
- Available for: HCAHPS, CG CAHPS, ED CAHPS

ENGAGEMENT BENEFITS

- Understand what needs to be done in order to achieve a 5 star rating on patient surveys
- Employees become more invested in the role they play in the patient's care



5 Star Dashboard™

Manage your progress on your way to becoming a 5 Star organization

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Track all metrics needed to successfully implement both internal and external processes
- Set goals to benchmark your progress on a monthly and/or quarterly basis

ENGAGEMENT BENEFITS

- Monitor trends for process improvement and achievement
- Hold departments accountable for their own improvements
- Simplify your operations with a comprehensive dashboard

Empowerment Survey™

Provide a confidential, real-time 180° blueprint for leaders and providers to improve their people skills

**SCHEDULE
A DEMO**

Leader & Physician



PERFORMANCE FEATURES

- Concise survey that takes about a minute to complete
- 100% confidential system that eliminates frontline concerns about privacy
- Benchmark individual leader and physician performance results against your own and external peer organizations

ENGAGEMENT BENEFITS

- Gain an objective snapshot of how employees perceive their leaders and physicians
- Discuss which competencies truly matter to your employees in a positive, constructive, and supportive manner
- Benchmark yourself against peers as a practical baseline for continuous self improvement
- Grasp insights into your top and bottom performers in order to know where and how to focus education and coaching improvement

CareSay⁺ Internal Services Scorecard™

Empower department leaders with a system to measure and continuously improve internal service delivery

**SCHEDULE
A DEMO**



PERFORMANCE FEATURES

- Includes an alert feature that facilitates a needed face-to-face meeting between service providers and internal customers
- Comes loaded with an internal satisfaction survey question set, that can easily be adapted and enhanced
- Facilitates internal benchmarking of survey results

ENGAGEMENT BENEFITS

- Engage employees in gaining practical feedback and insights directly from internal customers
- Use survey data and verbatim customer comments as a means of continuous quality improvement
- Generate friendly departmental competition to deliver a 5 Star level of internal customer experience

Exclusive Bonus Education Tool

The Real Challenge with Hourly Rounding is

What if nurses don't want to? For years, nurse leaders everywhere have struggled with the elephant in the room... How to know if hourly rounding is truly happening as planned, or is it a token "drive by"?

The CareSay Answer

After 25+ years of collaborating with nurse leaders about nurse engagement, we are pleased to include a nurse leader *Train-the-Facilitator* webinar: *Gain a Buy-In from Everyone for Anything™*. More accurately, it should be titled *How to Gain a Nursing Buy-In for Hourly Rounding*.

Discover the 7 Steps to Employee Engagement, Education, Empowerment and Ownership

Learn how to:

- Organize a brainstorm session your people will want to attend
- Launch your caregiver meeting on a positive upbeat note every time
- Conduct a creative change/best practices briefing that will capture participant interest and attention
- Utilize the powerful "buddy system" used by expert trainers to achieve instant participation from everyone
- Facilitate an engaging mastermind session that generate multiple benefits for proceeding, that overcome every single potential objection
- Develop a step-by-step rapid cycle implementation plan that is crafted by attendees

**How you can
Overcome
Resistance to
Change in One
Hour or Less**

PARTICIPANTS SAY IT BEST

"This will help my staff achieve their potential and in turn improve the patient experience."

– Tamara Fischer, CNO,
Okeen Hospital

"This is important information for everyone in our organization. Looking forward to implementation. Thank you."

– Robin Musial, Office Manager,
RN, Windrose Health Network

"Opens your eyes and mind on how to make our organization better."

– Sherry McDonald, Pharmacy
Tech, Pembina Memorial Hospital

For More Information

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