



EDGE SURVEY™

## EdgeSurvey™

Patient Satisfaction Measurement. Keeping A Pulse On Your Organization.

CTQ's EdgeSurvey™ sets the bar for patient satisfaction measurement and benchmarking. By leveraging innovative web-based technology, CTQ effortlessly automates and streamlines your entire patient satisfaction surveying process.

### *Electronic Surveying*

Leverage the power of the web to improve patient feedback and increase response - cost-effectively and timely.

### *Dedicated Client Portal*

Each organization has a unique, dedicated and secure portal. All surveying and benchmarking data reside in one place.

### *Daily Alerts And Notifications*

Immediate notification of patient dissatisfaction.

### *Patient Issue Resolution*

Allows you to assign staff to monitor and manage patient and operational issues.

### *Quality Intelligence*

On-demand reporting of quality measures that lead to process improvement identification and action.

### *Peer And Corporate Benchmarking*

National peer benchmarking required by accreditation bodies. Corporate benchmarking for multiple facility groups.

### *Reporting*

Monthly EdgeSurvey Performance Analysis Report provides an intuitive executive summary, KPI summary, trend analysis, CTI analysis, distribution assessment and unlimited free-form comments.

### *Cost Savings*

Reduce cost 30-50% by utilizing electronic surveying.

### *Increased Response*

Increase response 50-75% by combining electronic and paper surveys.

### *Simplicity*

No hardware or software is required - just access to the internet.

### *Objectivity*

Unbiased feedback through third party involvement.

### *Time*

Reallocate staff time to patient care.

### *Business Intelligence*

Shift from static reporting and delayed response to actionable decision-making data and insight.

### *Quality Focus*

Leverage patient issue resolution and quality intelligence to fuel process improvement initiatives proactively.

### *Accreditation Requirements*

Meet present surveying and benchmarking policies as required by the primary accreditation bodies.

[www.CTQSolutions.com](http://www.CTQSolutions.com)

EdgeSurvey™ Solutions For:

- Ambulatory Surgery
- Surgical Hospital
- Diagnostic Imaging
- Emergency Care
- Physical Therapy
- Physician Practice

Also:

- Physician Satisfaction
- Employee Satisfaction

Approved HCAHPS® Vendor

# Satisfaction Measurement And Benchmarking

## Monthly Performance Analysis Report

CTQ distributes your EdgeSurvey™ Performance Analysis Report immediately following the end of the month. A copy of the report resides on your client portal - preserved indefinitely.

“CTQ Solutions does an excellent job handling all Patient, Physician and Employee Satisfaction Surveying and Benchmarking for all our Regent Surgical Health Facilities. CTQ is very responsive to our needs and expectations at both the facility and corporate level.

Your team is flexible, above par on communication and timeliness. In addition to being cost-effective, you deliver like clockwork.”

*Joyce Deno, Chief Operating Officer  
Regent Surgical Health*

### *Executive Summary*

Provides a high-level scoring overview and change analysis. You are immediately provided with intuitive and actionable data. Potential areas of under-performance are brought to your attention for risk mitigation, as well as improvement.

It provides a concise snapshot of your overall and category scores. Each is compared with the prior month's score to illustrate change.

### *Scores And Comparisons*

Provides a thorough analysis of all Key Performance Indicators (KPI's). As benchmarking is an industry accreditation requirement, each KPI monthly score is presented with several reference points.

Your KPI's are benchmarked against your peer census mean, as well as given an ordinal rank. Additionally, if you are part of a corporation, you also receive the corporate average and your rank for each measure.

### *Trend Analysis*

The six month trend analysis illustrates a “time-significant” snapshot. This provides an opportunity to review each KPI over an extended period of time.

The EdgeSurvey trend analysis provides intuitive color coding to quickly identify positive or negative trends.

### *CTI Analysis*

Our Critical-To-Improvement analysis is a six-sigma approach to prioritizing the allocation of competing tasks. EdgeSurvey leverages advanced mathematical correlation models to provide yet another toolset.

This is specifically geared to identify the correlation of approaching KPI improvement as each relates to your key loyalty indicators. The analysis helps identify if there are significant opportunities you may wish to consider prioritizing as they are indeed tied to patient loyalty.

### *Comments And Suggestions*

Provides valuable insight within the report as patients can infuse more detail and emotion into their responses.

It's important to note that electronic surveying bears a significant increase in the amount of comments and detail provided. The comments allow you to determine the veracity behind your KPI scores, score distribution and more.

### *Corporate Summary*

EdgeSurvey corporate client leadership also receives a monthly summary. The overall and category scores are provided for each corporate entity.

Call or visit us online today to learn how CTQ can improve and streamline your patient satisfaction surveying process.

[www.CTQSolutions.com](http://www.CTQSolutions.com) · 877-208-7605

