

# Improving Healthcare Through Technology



## EdgeSurvey™ Alert Management - (See 2<sup>nd</sup> Page for Picture)

Alerts are CTQ's gateway to your QualityIntelligence™ module. More important, CTQ provides you an 'Alert' when your patient has responded negatively to a survey statement you deem "Alert-able". This ensures that what you denote as "A Sense of Urgency" is respected to the extent that any dissatisfaction tied to these statements is emailed to you with a link directly to the survey.

CTQ's clients have shared that combining the power of Alerts with the QualityIntelligence™ module enhances their customer service to their patients. Scratch paper, notebooks and manila folders are not required. All the data is in your CTQ portal, at your disposal to protect patient loyalty and mitigate risk or failure points in operations – therefore enabling improved service to your Patients.

### First Step – What is an Alert?

*For all survey statements your patients respond to, you have the option (per statement) to have CTQ provide you with an "Alert" if a negative response was provided. A negative response simply means that they selected either "Disagree" or "Strongly Disagree".*

### Customizing Alerts

*It is totally your discretion as to what statements you may wish to receive "Alerts" for. You may choose to be notified if a Patient provides a negative response for any statement, or you may wish to narrow down the statements you want brought to your immediate attention. For example, you may not consider that a negative response to "Parking" warrants an "Alert". To this end, if "Parking" was the only statement that received a negative score, you could choose not to receive an "Alert".*

*If "Parking" plus other statements (that you identify as warranting alerts) are returned as "negative", then you will receive an "Alert". To keep the concept simple, if any question you determine warrants an "Alert" is responded to negatively – then you will receive an alert. We provide you the option to filter out things so that you may focus on "what matters most" to you when it comes to a sense of urgency.*

### Distribution of Alerts

*Each morning, CTQ audits all of the responses received the prior day (as well as earlier that morning). If negative responses are provided and they meet your Alert Criteria, then CTQ will send the appropriate people you have designated to receive Alerts, an email notifying them that the Facility has "New Alerts".*

### Alert Enhancement – Gatekeeper Option

*EdgeSurvey™ 2.0 provided alerts to all facility members designated to receive alerts. As part of the roll-out of EdgeSurvey™ 3.0 we took this design into consideration and made adjustments.*

*With the new release, you may have all EdgeSurvey™ users receive all Alerts, or you may identify a Gatekeeper, who will be the only facility member that initially receives the alerts and distributes them appropriately.*

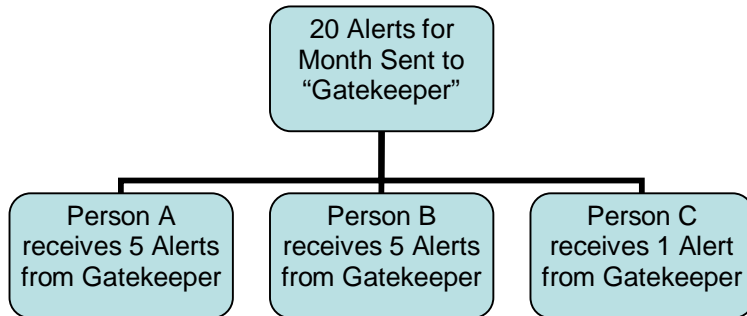
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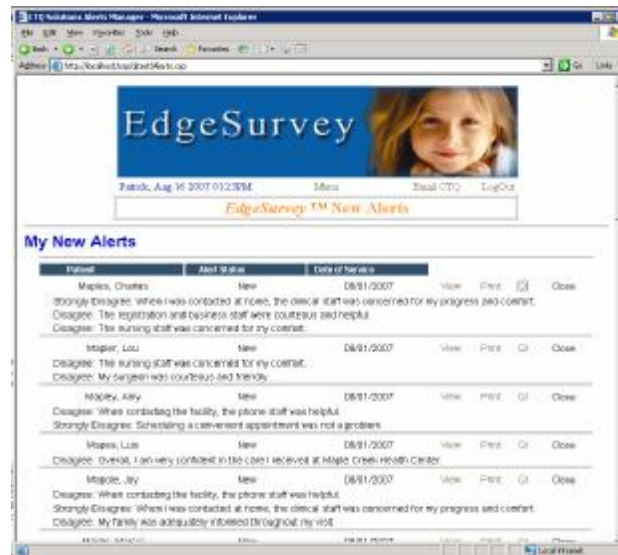
## Gatekeeper Rationale

CTQ respects that not everyone in your organization necessarily needs to see all Alerts. By combining the Alert filtering (see Customizing Alerts above) and the Gatekeeper option, you can minimize the distribution of the Alerts. What facility associates receive alerts is 100% at your discretion.

## EdgeSurvey 3.0 Gatekeeper Option



The Gatekeeper Option illustrates the flexibility of “filtering” alerts to those that the alerts apply to the most for Follow Up. (This is described more in the QI Extension). The Gatekeeper is your appropriate associate that may need to see all alerts – for example, the Administrator, Chief Nursing, Chief Quality Executive, etc.



During a Webinar, CTQ can show you how the Alerts are distributed and how they can be used to track Patient Satisfaction upon receipt. Your Alerts provide you an opportunity to keep requisite client follow-up and communication in the forefront.