

# CLOSED-LOOP QUALITY MANAGEMENT

## **Patient Intelligence** *EdgeSurvey™*

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**Perception of Care**  
**Peer Benchmarking**  
**'Alert' Management**  
**Patient Loyalty**  
**24/7 Access to Patient Response**  
**Patient Safety & Privacy**  
**Monthly Reporting**  
**Meets Industry Accreditation**  
**Complete Outsourcing  
of Surveying**

## **Operational Intelligence** *EdgePhysician™ & EdgeEmployee™*

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**Influence (“What Matters Most”)**  
**Caseload & Revenue**  
**Talent Management & Retention**  
**Pre-, Intra- & Post-Operative  
Flow & Access (Throughput)**  
**Materials & Central Services**  
**Skills & Competencies**  
**Management & Vision**  
**Facility Assessment**  
**Equipment & Technology**



## *QualityIntelligence™*

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**Issue Identification & Mgmt  
Assignment & Accountability**  
**Internal Review**  
**Route Cause Analysis**  
**Outcome Correlation**  
**Accreditation Reporting**  
**Informed QA Development**  
**Escalation Workflow**  
**Real-Time Reporting**

## **Outcome Intelligence** *EdgeOutcomeAnalytics™*

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**Post-Survey Data Collection**  
**Effectiveness of Care**  
**Recovery & Improvement**  
**Performance Measurement**  
**Complication Analysis**  
**Procedure Monitoring**  
**Benchmarking**  
**Reporting**