Patient Satisfaction and Patient Education Increase When Hospitals Offer Interactive Technology

DALLAS, TX (March 8, 2011) – Hospitals using interactive technology to communicate with patients increased patient satisfaction scores by approximately 10% and increased satisfaction with hospital educational materials and courses by as much as 42%, according to a white paper released by The Beryl Institute.

The publication examines how interactive technology is used in six hospital systems to improve patient satisfaction, especially scores from the industry-standard Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). Each hospital examined used technology from Skylight Healthcare Systems, an interactive patient technology company that installs and operates interactive monitors in hospitals.

“Without a doubt, the positive patient experience generated from the use of interactive patient technology in the hospitals is significant, as shown by the 10% increase in patient satisfaction scores,” said Jason Wolf, executive director of The Beryl Institute. “Research shows that improving the patients’ perception of the care they receive is a major goal for healthcare systems across the country, and the case studies presented in this white paper show how modern technology can be used effectively.”

Interactive patient technology gives patients faster access to hospital staff and services. Through the use of interactive in-room monitors, patients at the six hospitals were able to ask and receive a response to a variety of questions, including questions about their care, the hospital’s food menu and to request minor services. Through the interactive monitors, patients were also able to submit feedback, to make requests, and to access health education information about the care they received and the steps they needed to take once discharged from the hospital.

The technology was also beneficial for hospital staff. Rather than constantly responding to minor patient requests in person, hospital caregivers were able to prioritize their responses based upon urgency or need. Minor questions were answered through the interactive monitors and more urgent requests were answered in person. The technology also gave hospitals real-time patient feedback and service alerts, which helped modify existing processes to improve patient satisfaction.

About The Beryl Institute:
The Beryl Institute serves as the professional home for stakeholders who recognize that the patient experience is an essential element in the execution and evaluation of health care performance. The Institute is committed to improving the patient experience, by serving as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of effective leaders and dedicated practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients.

The Beryl Institute defines the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

You can follow The Beryl Institute on LinkedIn, Facebook, and Twitter (@berylinstitute) or visit The Beryl Institute website, www.theberylinstitute.org.

About Skylight Healthcare Systems:
Founded in 1999, and headquartered in San Diego, CA, Skylight® Healthcare Systems is the industry pioneer in interactive patient care technology. With patient communication and connection as the cornerstone of a safe, comfortable and clinically optimal hospital experience, the Skylight ACCESS® Interactive Patient Care System encourages patients and family to actively participate in their health care, improves communication between staff and patient/ family members, and can provide a smoother and faster recovery and discharge plan. With their new products—iCarePassport™ and iCareRounds™—Skylight is delivering on its strategic vision of providing hospitals with a robust product set which will allow them to greatly enhance connection and communication along the entire journey of care from pre-admission through post-discharge. Hospitals implement Skylight to support their ongoing endeavors in improving HCAHPS scores, patient satisfaction, clinical outcomes, enhancing operational & service excellence, meeting evolving clinical demands, and delivering on commitments to making a positive difference in the lives of the people they serve. Learn more at www.skylight.com.