



4A

Collect information, improve and productize your service

Customer feedback on tests

Gather feedback through forms or interviews. Try to find out if the changes have affected the customer experience. Have customers noticed the change? Did they see it as an improvement?

Data were collected through interviews with nurses and patients, as well as a patient satisfaction questionnaire. Patients are satisfied with the changes that have taken place in the clinic, which was also noted by nurses

Your own thoughts and reflections

Did the changes work as expected? Did the test reveal any surprising information? Should the changes be made permanent? Can you find examples?

The changes worked in a positive direction, patient satisfaction increased, target indicators were not achieved (bed days were not reduced, there is a waiting for the commission's decision). Changes should be left, as the results of the interviews show, patient satisfaction is directly dependent on these changes.

Changes in the observed measures



Business measures

Without changes



Customer experience measures

Increased satisfaction with services

Lessons and suggestions for improvement

What has been learned from the test? How could it be improved? Could there be any alternative solutions that would work better? How could the test be further developed?

Patient satisfaction was low due to the lack of leisure during hospitalization and the strict rules of the department. After changing some things in the work of the department, patients are completely satisfied with the services of the clinic. Actions were also taken to prevent the absence of any documents during hospitalization. In the future, these changes should be implemented in other departments of the clinic, an electronic queue should be organized before consultations of narrow specialists