

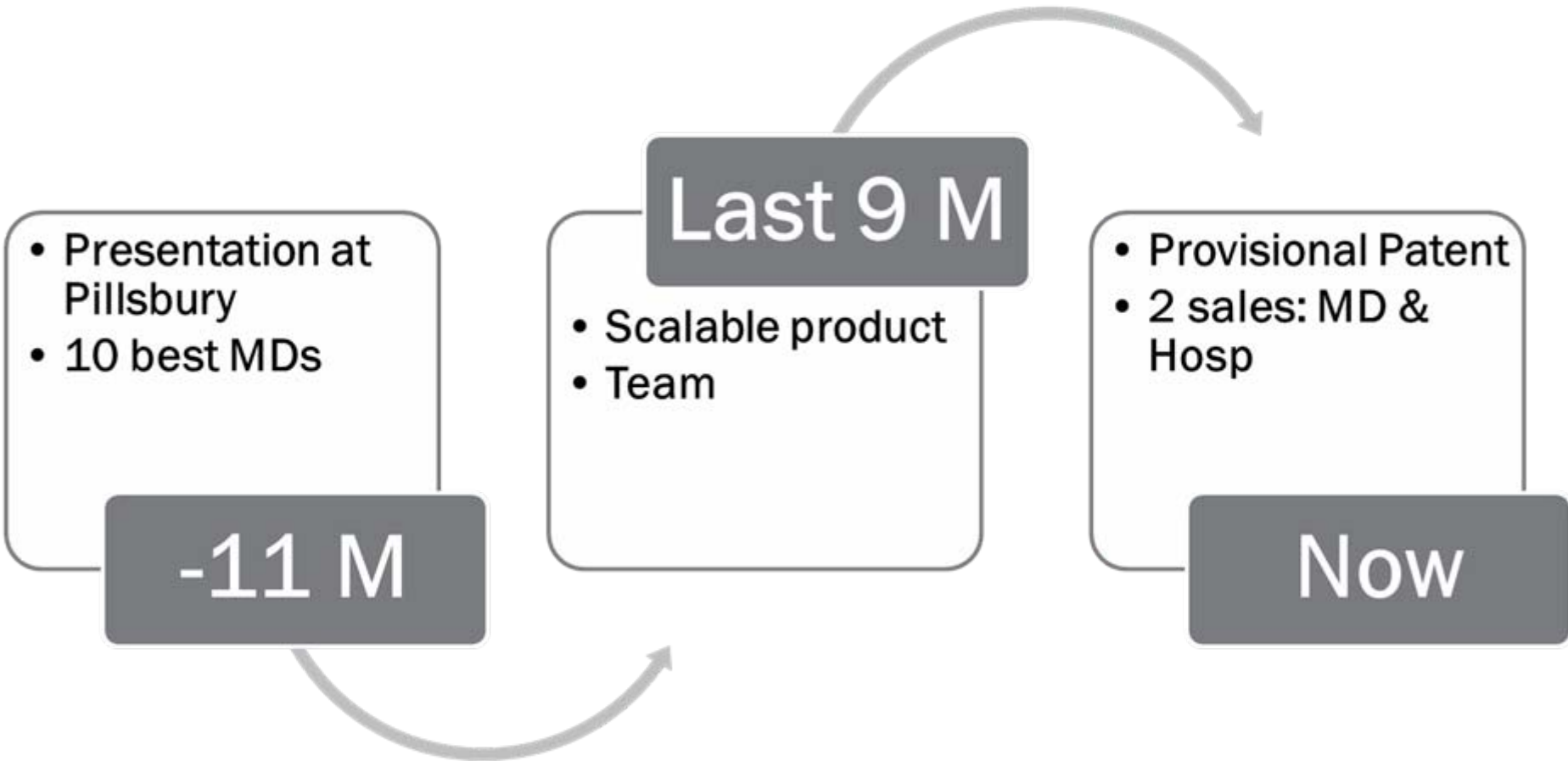
# RAPID IMPROVEMENT INC.

FARROKH ALEMI, PH.D. [ALEMI@COX.NET](mailto:ALEMI@COX.NET)

# **BUSINESS INTELLIGENCE**

**through Sentiment Analysis**



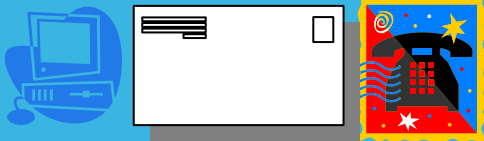


Still in the Garage, Still Happy

**KEEP YOUR  
CUSTOMERS**

**One-Question  
Satisfaction  
Survey**

# INVITATION



Send

To... patient's name

Cc...

Subject: Your recent visit to Stafford Clinic

## In your recent visit to Stafford clinic, what worked well and what needed improvement?

Your response is completely confidential. Your name or your email will not be linked with your response. This is a onetime request and this link will not function again after you have used it once. If you have any concerns please call our rapid improvement team at xxx xxx xxxx or email them at [blaine@blainedonley.com](mailto:blaine@blainedonley.com). If you need to discuss your care with the clinicians, please contact the clinic at xxx xxx xxxx. Your response is very important. It helps us



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## In your recent visit to Stafford clinic, what worked well and what needed improvement?

There

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**In your recent visit to Stafford clinic, what worked well and what needed improvement?**

There was no place to park.

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There was **no** place to **park**.

**Complaint**

There was **no** place to **park**.

Complaint

They **cared** about me.

Praise

There was **no** place to **park**.

Complaint

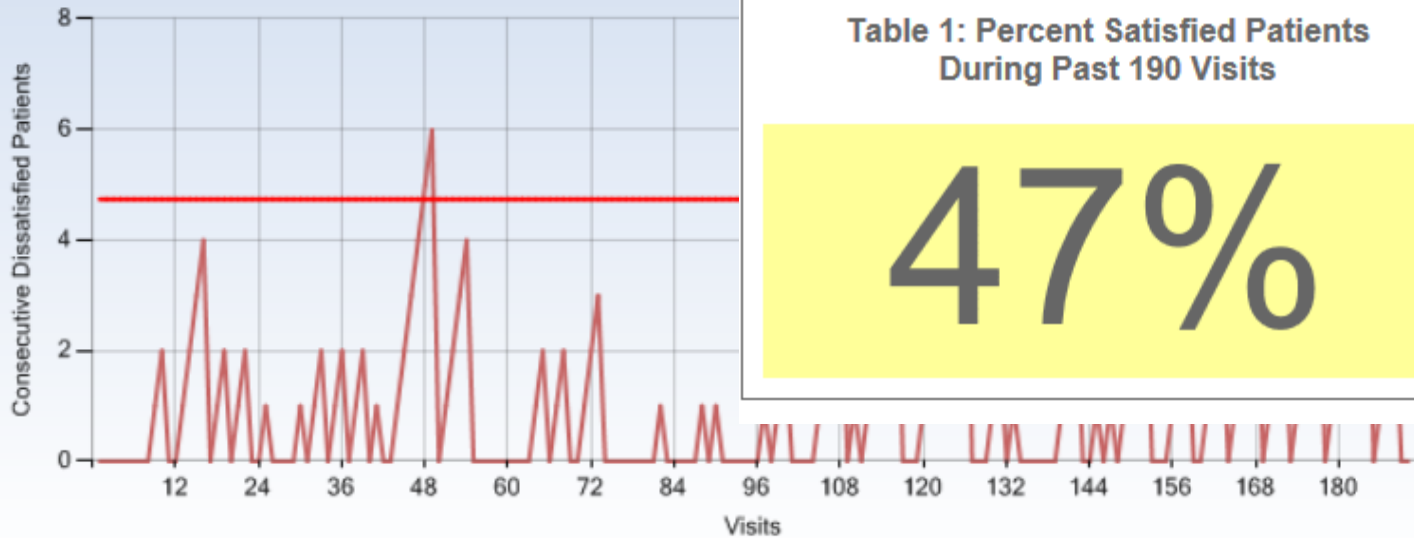
They **cared** about me.

Praise

I had to **wait** too **long**.

Complaint

## Consecutive Dissatisfied Patients



Real Time Alerts



Table 2: Areas of Complaints in Last 244 Days

Topic	Number	Daily Probability	Rate at Peer Organizations
Getting in to be seen	6	0.03	0.00
Wait time	14	0.07	0.01
Physician related	37	0.19	0.01
Nursing related	17	0.09	0.00
Staff related	11	0.06	0.00
Cost of care & payment issues	3	0.02	0.00
Facility issues	19	0.10	0.00
Privacy and security related comments	0	0.00	0.00

Benchmarks

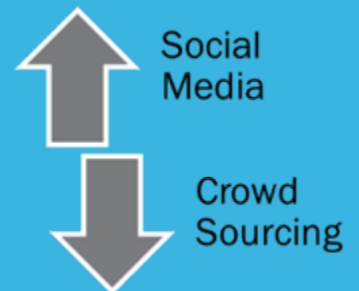
**GET NEW  
CUSTOMERS**

**Positive  
Comments  
Pushed to  
Social Media**

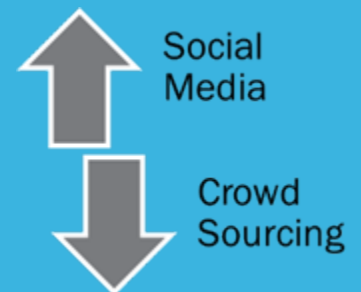
Thank you for your comment. Would you also like to post your comment to any of the following sites?



Submit



You can't buy word of mouth, or can you?



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THAN TRADITIONAL  
SURVEYS**

<http://rapidimprovementsystem.com>

**Faster, better  
information &  
less cost**

# TRY IT OUT



“Receive *patient*  
**FEEDBACK**  
*IN REAL-TIME*”



# TRY IT OUT



ABOUT US

SURVEY

PRICING

DEMO

LOGIN

SIGN UP

## Sentiment Analysis

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COMMENT

ANALYZE