

CASE STUDY: 82% Reduction in Readmissions Within 90 Days

Hospital surgical department works with Dialog Health to reduce readmissions and increase patient satisfaction.

THE PROBLEM:

The surgical facility needed a more efficient way to reduce work hours per case while, at the same time, improving *readmission reduction benchmarks and improving patient satisfaction*.

THE SOLUTION:

Participate in a 90 day POC with Dialog Health, a HIPAA-compliant, cloud based two-way secure automated and real time texting solution.

THE RESULTS:

The Dialog Health platform allowed the surgical facility to get the following results:

- ✓ Reduced call volumes and increased compliance in TJR and Endoscopy departments
- ✓ Reduced readmission rates and penalties in TJR
- ✓ Improved patient satisfaction while improving staff workflow and efficiency



82% REDUCTION IN READMISSIONS AND PENALTIES



11 STAFF HOURS WERE SAVED BY REDUCING ENDO-RELATED CALLS



9 STAFF HOURS WERE SAVED BY REDUCING TJR-RELATED CALLS



PATIENT SATISFACTION RATING INCREASED FROM 83% TO 100%

THE CONCLUSION:

Dialog Health's two-way mobile messaging platform has proven to be an efficient, fast and cost effective way to reduce readmissions and increase patient satisfaction.



To learn more:

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dialoghealth
Two-way text messaging.