



### Common Problems With Existing Survey Systems & Processes

Current measurement processes don't always work because these processes deploy surveys after the patient has left your facility. The probability of them completing it dramatically decreases after they have left, and this factor can affect both the 'N' number and data accuracy.

Furthermore, the time-lag which exists between a patient event occurring and you being notified can take days, weeks, and sometimes even months. Not having this critical information right away seriously hampers your ability for immediate service recovery and your ability to measure performance as part of your wider quality improvement process.



## Client IQ™

Touch Screen Survey Systems

**High Response Rates, Real-Time Data Analysis, Early Warning E-mail Alerts, and Benchmarking**



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## How The Client IQ System Works

### Touch Screen Survey Completed On-site

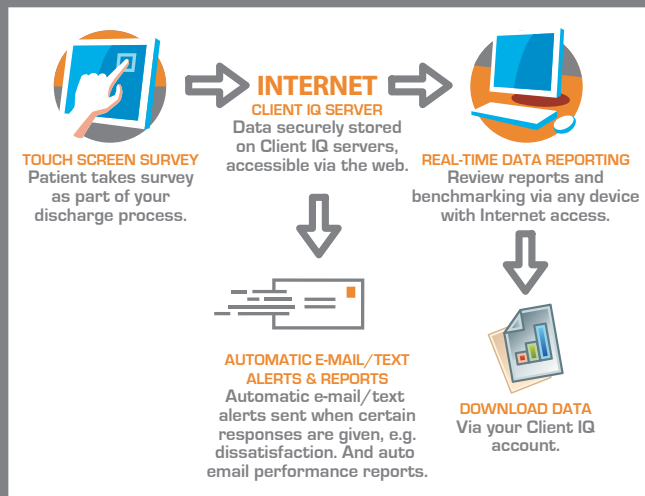
Patients take your tailored survey upon discharge, via a touch screen monitor that we supply. This is key to attaining high response rates because the likelihood of them taking a survey is far greater while they are in your location than after they leave. Additionally, a touch screen survey is quick to complete, much faster and easier than paper-based or telephone surveys. An average 15 questions can take less than 60 seconds to complete.

### Real-Time Performance Reporting

Survey reports and alarms are available in real-time for review, analysis and export. Reports are available through your personalized Client IQ account, accessible via the Internet, and customized automatic email reports. Collected data is available for review 24 hours a day, 7 days a week, and 365 days a year. And because it's real-time there is no delay or time-lag between clients completing surveys and your ability to review their responses.

### Real-Time Automatic E-mail and/or SMS Text Alerts

Client IQ will automatically send email and/or SMS text survey alerts when certain critical answers are given by patients. For example, if a patient voices dissatisfaction, or indicates outstanding service by a staff member, the system will automatically distribute an email/text alert to a designated group of your choosing in real-time. This useful notification informs you of important occurrences, allowing you to take any necessary action, and improve critical processes right away.



### Real-Time Benchmarking

Compare your location(s) results against others in your industry in real-time. Benchmark by region, entity, various industry categories, and client volume ranges. You can also benchmark for best practices right from your PC, smart phone, and iPad<sup>TM</sup>.

### Features & Benefits

- > High Response Rates
- > Real-Time Reporting & Analysis
- > Automatic Early Warning Alarms (email/text)
- > Advanced Email Warnings
- > Data Accuracy
- > Multi-Lingual Surveys
- > Multi-Location Solution
- > Quick and Easy Data Export
- > Alarm Status Logs & Reporting
- > Real-time Benchmarking
- > Automatic Report Generation & Distribution
- > MyIQ Network<sup>SM</sup> for fast data communication
- > Unlimited Responses
- > Unlimited User Accounts
- > Update Surveys 'on the fly'
- > Advanced Data Filtering System
- > Plug 'n Play Hardware Setup
- > Kiosk Solution Available
- > Mobile Solutions Available
- > Free Phone Training
- > Free Phone Support
- > Free Shipping