Client IQ and MetCare

About Metcare:

Metropolitan Health Networks, Inc. ("MetCare") is a leading provider of health care services to people with Medicare in Florida. They care for approximately 35,000 customers in 16 counties in south and central Florida. Founded in 1996, their team of physicians, health care professionals, and associates are dedicated to serving their customers with the highest standards of medical treatment and personal service. MetCare is recognized by the National Committee for Quality Assurance (NCQA) as a level 3 National Physician Practice Connections®. MetCare's mission is "to provide the very best medical care and service to every customer, every time."

The Challenge:

MetCare is committed to providing its customers the best care and service at each and every one of its locations in south and central Florida. To ensure that they are striving towards this mission, they listen to their customers in a meaningful, accurate, and timely manner. MetCare had already experienced other feedback/measurement methods prior to reviewing their methodology. Their primary challenge was that of the long time lags between measurement. MetCare was looking for a real-time system that augmented their current data gathering process and one that would dovetail with their quality improvement methodology.

Solutions and Results:

At the beginning of 2010 MetCare implemented Client IQ across 10 of its sites in south and central Florida. They immediately formed a new centralized evaluation and response processes to compliment the greatly increased response rates and the real-time customer feedback it was receiving from the 10 sites. This centralized approach allowed the company to keep an eye on all of the sites as customers funneled through and gave their feedback immediately upon the completion of their office experience. Because the control on performance, recovery, and recognition was in their hands, all MetCare needed to do was execute their quality improvement process. As a result, they saw an immediate positive impact in each of these following areas:

- Reduced wait times to see physician
- Immediate service recovery
- Real-time employee recognition
- Overall improvement in customer satisfaction

"By having instant notification we have immediate and substantial control over service recovery issues as well as positive employee recognition. This helps improve current and future performance in areas of quality of care, customer satisfaction, and employee satisfaction. Working with Client IQ has vastly improved our visibility in many areas of process improvement and has provided us with a clearer pathway to implementable quality control measures."

- Lauryn Burton, Customer Care Lead, Metcare -