

## Excellence 24/7 Testimonials

### **Children's Hospital of Pittsburgh**

How has Excellence 24/7 impacted our department?

Ours is a radiology department at one of America's top 10 pediatric hospitals. So, we must be doing a pretty good job, right? Well, we were, but we could, of course, do better. But it wasn't until we began a trial with Excellence 24/7 that we saw just how much better our radiology department could be and how much more we could do to serve our patients.

Quantitatively we experienced customer satisfaction scores higher than we had ever seen. The scores continued a steady upward trend month after month. But the element that cannot so easily be measured, that intangible special something that you don't see on graphs was present too. There is a real feel of an entire culture shift. The appreciation shown by the parents was off the charts. People reported that they felt that they were being genuinely cared for.

What were we doing differently? By utilizing Excellence 24/7's pre-surveys we were able to give our scheduled outpatients the opportunity to ask questions and address concerns before they arrived for their visit. This was also liberating for the clinicians; we could know of a patient's special needs and requests before he or she arrived and prepare accordingly. Regarding the post-surveys, no longer did we need to wait for 4--6 weeks to know if we had fallen below a guest's expectations. We could know within minutes of their procedure's completion. We could then reach out to the patient's family and receive invaluable feedback from them. We could then make it right or change our process if needed. Many of the post survey concerns that have been brought to our attention have had a rippling effect and many patients have benefited from just one person bringing something to our attention.

Our motto has become "we can't fix it, if we don't know it's broken..." Excellence 24/7 has been a wonderful tool to help assist with our customer's experience.

—Helen Bradley RT (R) (VI) ARRT, President PSRT, Lead Technologist, Children's Hospital of Pittsburgh of UPMC

