

> University of Chicago Hospitals

Top-ranked research hospital improves patient satisfaction

Situation

The University of Chicago Hospitals & Health System (UCHHS) is recognized every year by *U.S. News & World Report* as one of “the nation’s best hospitals.” Keeping patients happy by listening and being attentive to their needs is a key component to the hospital’s success and reputation.

Challenge

To ensure patient satisfaction, Kim Carli, patient satisfaction measurement project manager at UCHHS, conducts continuous surveys. After analyzing the responses, she produces reports that provide hospital managers a way to measure their performance in areas where they can improve the quality of a patient’s stay, such as courtesy and wait time.

When Carli first joined UCHHS, writing, formatting, and delivering these reports took up to three weeks per month. Not only did this delay reports from reaching hospital managers promptly, it also prevented Carli from devoting the necessary time to improve patient satisfaction.

Solution

Carli wanted to reduce the frustration and time for processing reports by switching to an electronic-based delivery system. With SmartViewer Web Server, Carli discovered a solution that allowed her to customize, automatically publish, and rapidly distribute reports via the Web.

Results

- Reduced report processing time from three weeks to one week, and freed up resources to improve patient satisfaction
- Quadrupled the output of reports, from 10 to 40 per month
- Promoted a shift to “paperless” reporting with the aim of making it part of the hospital’s intranet strategy

At a glance

Country: United States

Industry: Healthcare

Date founded: 1927

Company type: Not-for-profit
corporation

Revenues: \$754 million

Employees: 5,000 employees

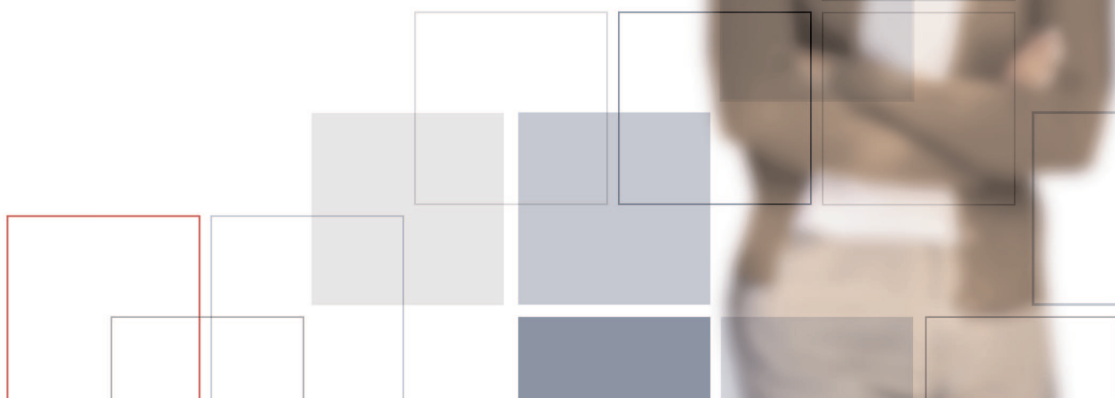
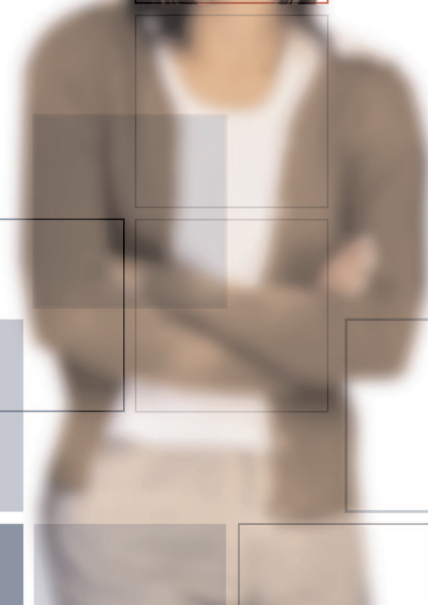
Application

Reporting

Patient satisfaction

Solutions used

SmartViewer® Web Server™



■ Reporting/patient satisfaction

Carli uses SPSS for Windows to efficiently analyze the responses from the 5,000 patients that typically complete the monthly survey. After identifying the areas where patient satisfaction could be improved, Carli then uses SmartViewer Web Server to distribute recommendation reports to more than 200 hospital administrators.

Reduced the time it took to process recommendation reports from three weeks to one week

Prior to using SmartViewer Web Server for report distribution, reporting at UCHHS was a time-intensive, complex process. Not everyone within the organization received the same report. In fact, Carli created 10 to 12 customized reports by collating different sections together, a time-consuming effort. Mundane obstacles often interfered with getting the reports to the right people. Likewise, directors didn't consistently share the reports with their staff. Overall, it took Carli and her assistant two to three weeks to distribute the reports.

Charged with changing the status quo, Carli turned to SPSS Inc. to determine a better way of distributing the reports. SmartViewer Web Server was installed on the hospital's intranet in March 2001.

SmartViewer Web Server freed Carli from the hassle of collating different reports. She simply created one report and assigned passwords that permitted different users to access the sections Carli intended for them. Since reports could be viewed via the intranet, this eliminated the time-consuming process of distribution. Overall, the time from receiving the survey results to distributing them was slashed from three weeks to one week. She also estimated that the savings in time and supplies freed up resources to be deployed on additional projects. According to Carli, SmartViewer Web Server more than "paid for itself."

Regarding her experience with SPSS consultants, Carli said, "Everyone at SPSS was great. Not only did they set, meet, and exceed expectations, they were very mindful of the budget constraints."

Quadrupled the output of reports, from 10 to 40 per month

The extra two weeks saved by using SmartViewer Web Server allowed Carli to quadruple the number of reports she compiled, from 10 to 40 per month, and ensured that all areas of the hospital were being adequately monitored. For example, she could now devote equal time to both in-patient reporting and outpatient reporting. Additionally, Carli could focus on the more cerebral parts of her job, such as consulting her colleagues on process improvement and conducting more thorough analysis of the survey data.

Promoted a shift to "paperless" reporting with the aim of making it part of the hospital's intranet strategy

The Patient Satisfaction department is one of the first groups at UCHHS to commit to paperless reporting, and its success has attracted notice. Carli explained, "Other parts of the hospital are looking at what we've done, and I think the trend will continue toward a paperless reporting system." While the patients of UCHHS may not notice it, Carli's informed decision to select SmartViewer Web Server will undoubtedly make a positive impact on their lives and the quality of the care they receive.

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