



A Leadership Guide to Improving Experience Scores

**Utilizing Real-Time Feedback Tools -
“What Matters to You?” + Shadowing**

The goShadow method

Harness the power of your patients and staff. Use their feedback and insights to see rapid improvement in HCAHPS and Press Ganey Scores.

- Customizable surveys and process-level data collection -- rapid aggregation, and analysis
- Expert solutions, implementation guides, and suite of tools to integrate into any organization's quality and experience toolkit
- In person evaluation and continuous improvement support
- Real-time feedback for fast, measurable improvements

What's in it for You?

Anticipate and improve patient and staff standardized survey results
(HCAHPS, Press Ganey)

Reduced staff turnover rates and increased joy at work

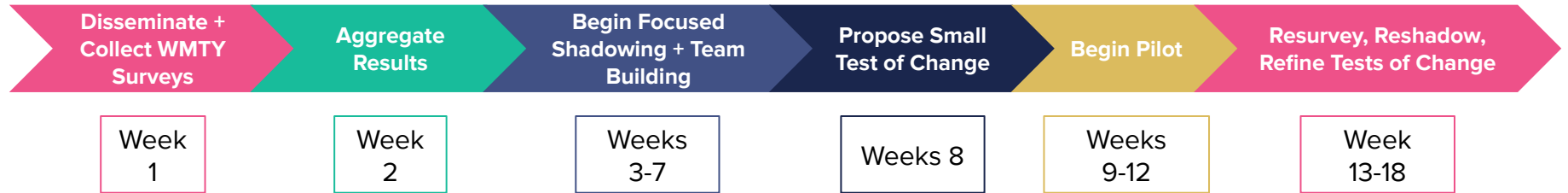
Immediate access to feedback leads to faster improvements

Patients and staff are active participants in improvements

Cross functional teams can scale and export best practices and QI initiatives

Achieve Better Scores & Higher Rankings

Process data earlier and anticipate problems to maximize and improve survey scores.



Traditional Timeline for HCAHPS and Press Ganey Surveys

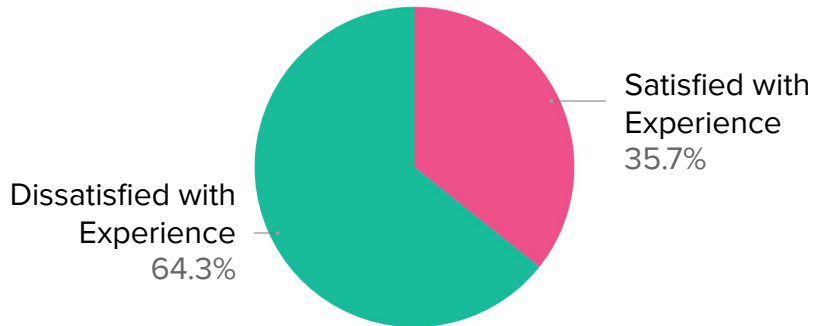


Results Using the goShadow Method

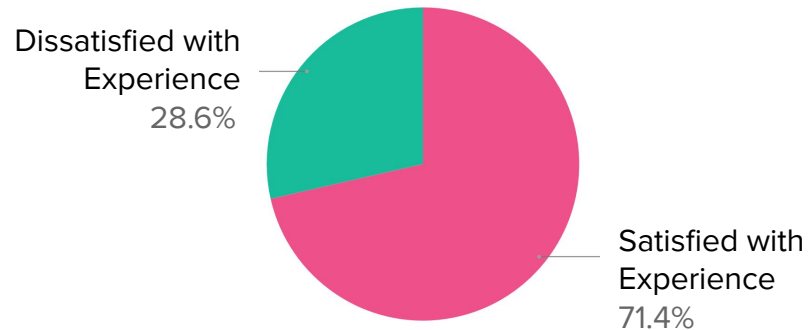
Problem: Staff and parent satisfaction scores were inconsistent and below national standards for Level III NICUs. Parents and staff identified inconsistent communication as the largest detractor from their experience.

goShadow Solution: A communication protocol was created, tested, and implemented which resulted in a significant increase in parent and staff satisfaction within the NICU.

Prior to Implementation of Communication Protocol:



After Implementation of Communication Protocol:





Visit www.goShadow.org for case studies, free resources, and Tools.

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