



EXPERIENCIA

An introduction to
Experiencia





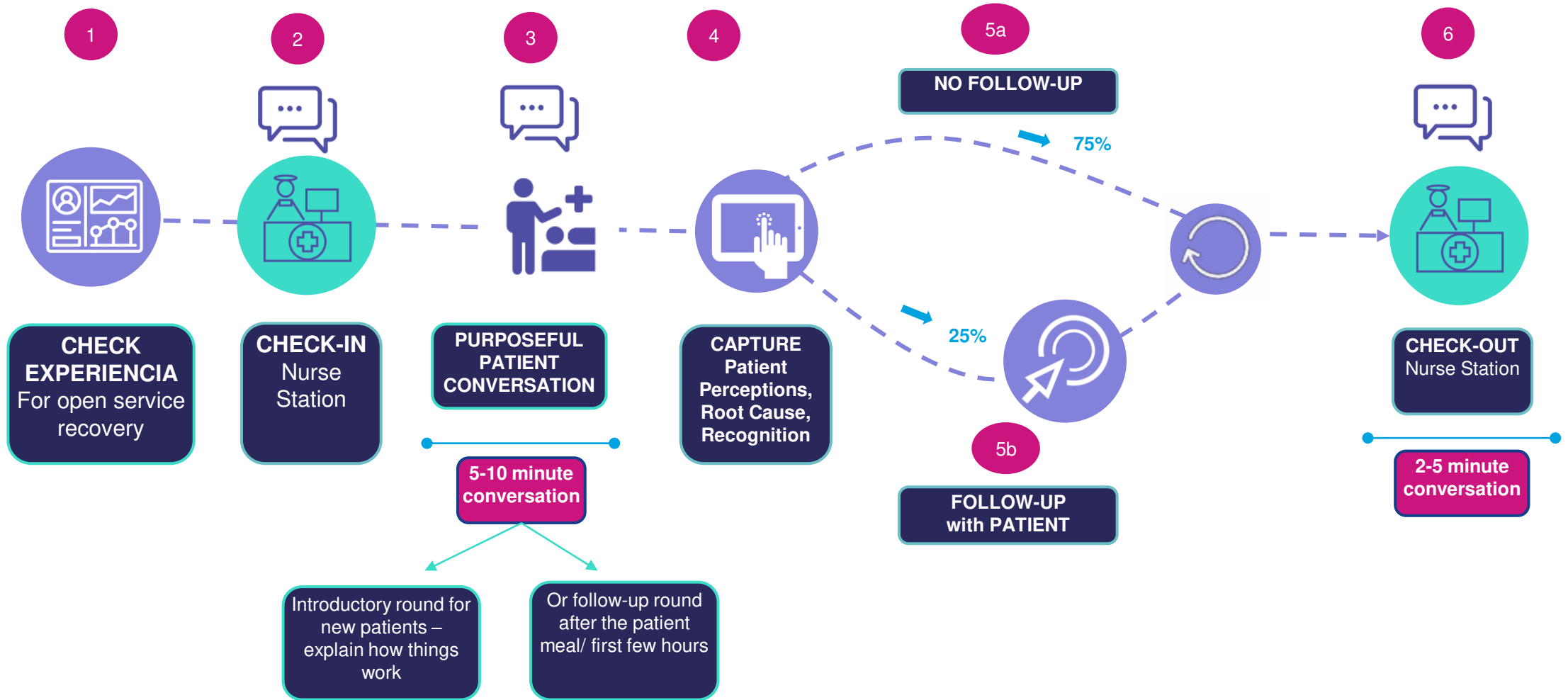
EXPERIENCIA

Experiencia combines the personal touch with the power of meaningful real-time data so you can provide a better experience for all your patients.

What is Experiencia?



A day in the life of a Patient Ambassador



Experientia platform (capturing patients' conversations)

The image displays the Experientia platform interface, which is used for capturing patients' conversations. The main view is a "Rounding" page for a "Patient Nutrition Round" at "F-Side > F2 - Cardio > Bay 2 bed 9". The page includes several rating sections: Overall, Quality, Temperature, and Courtesy, each with a scale from None to Very Good. A modal window titled "Root Cause Analysis" is open, showing a list of items with their ratings. The items are: Brown Toast (Good), White Toast (Good), Cereal (Good), Porridge (Good), and Jam/Marmalade (Good). The modal also includes a search bar, a "Submitted - 0" and "Selected - 0" status, a "Back" button, a "Close" button, and a "Submit" button. A blue arrow points from the "Add Root Cause" button in the modal to the "Quality" rating section. The background shows a "Submit Round" button and a progress bar with a green checkmark, a yellow warning triangle, and a red error icon.

EXPERIENTIA

Dashboard Rounding Reports Surveys

Rounding

← Back F-Side > F2 - Cardio > Bay 2 bed 9

Patient Nutrition Round

Overall

None Poor Fair Good Very Good

Quality

None Poor Fair Good Very Good

Temperature

None Poor Fair Good Very Good

Courtesy

None Poor Fair Good Very Good

Root Cause Analysis

Search RCA Items Submitted - 0 Selected - 0

Home > Quality >

Breakfast	Rating
Brown Toast	Good (Green thumbs up) Bad (Red thumbs down)
White Toast	Good (Green thumbs up) Bad (Red thumbs down)
Cereal	Good (Green thumbs up) Bad (Red thumbs down)
Porridge	Good (Green thumbs up) Bad (Red thumbs down)
Jam/Marmalade	Good (Green thumbs up) Bad (Red thumbs down)

← Back Add Root Cause Close Submit

Comment

Issue? Action? Follow-up?

Comment

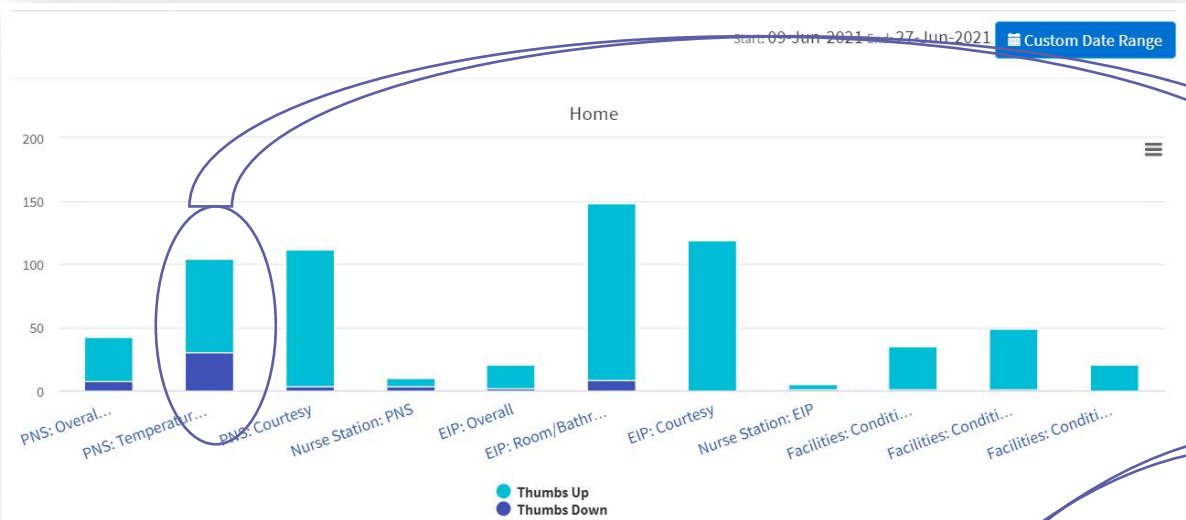
Issue? Action? Follow-up?

Submit Round

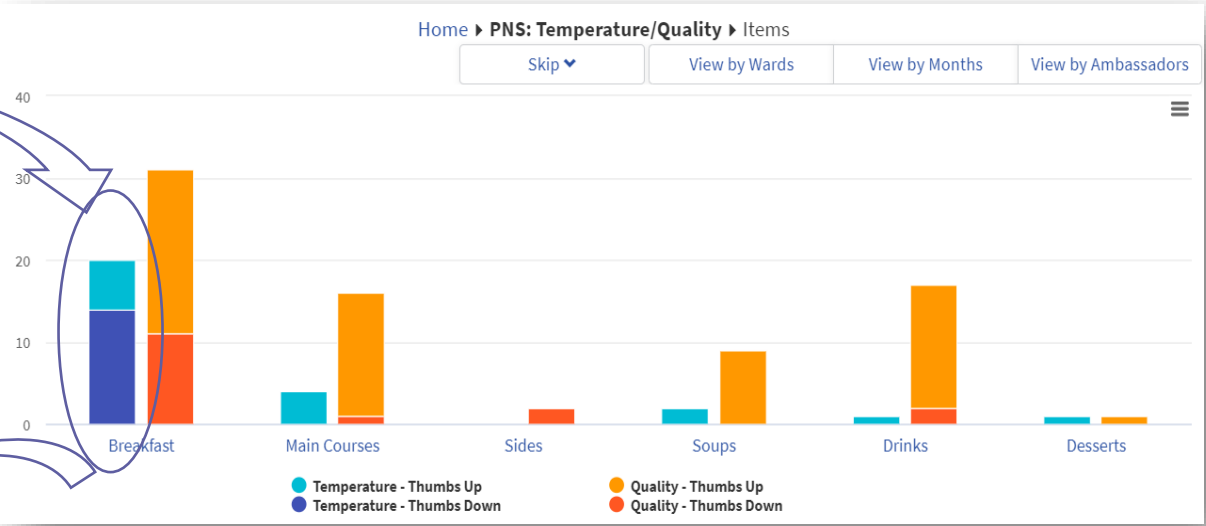
Actions 0 Change Site Militisa

Experientia platform (powering teams with real-time data)

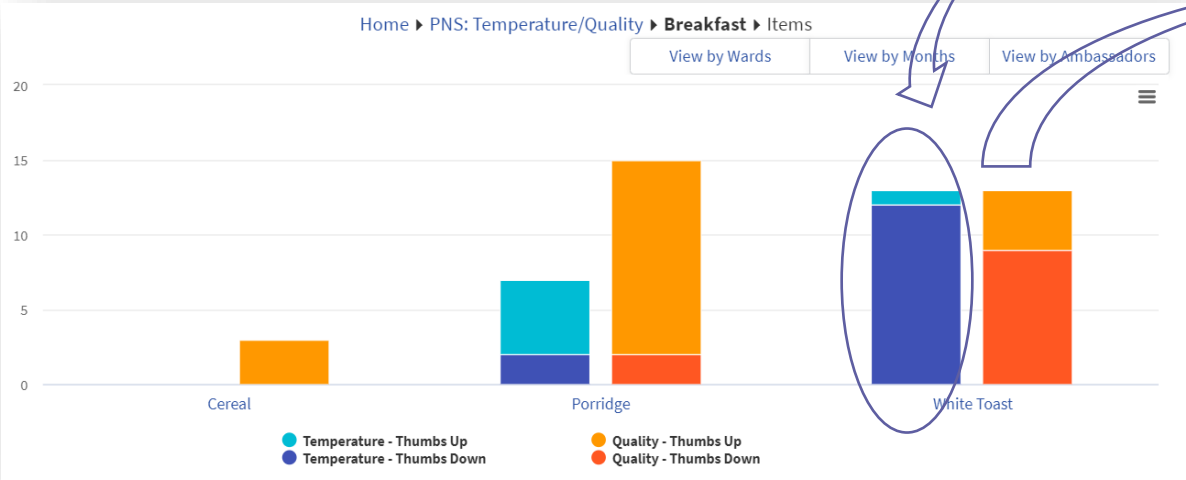
Granular, real-time data to make targeted improvements



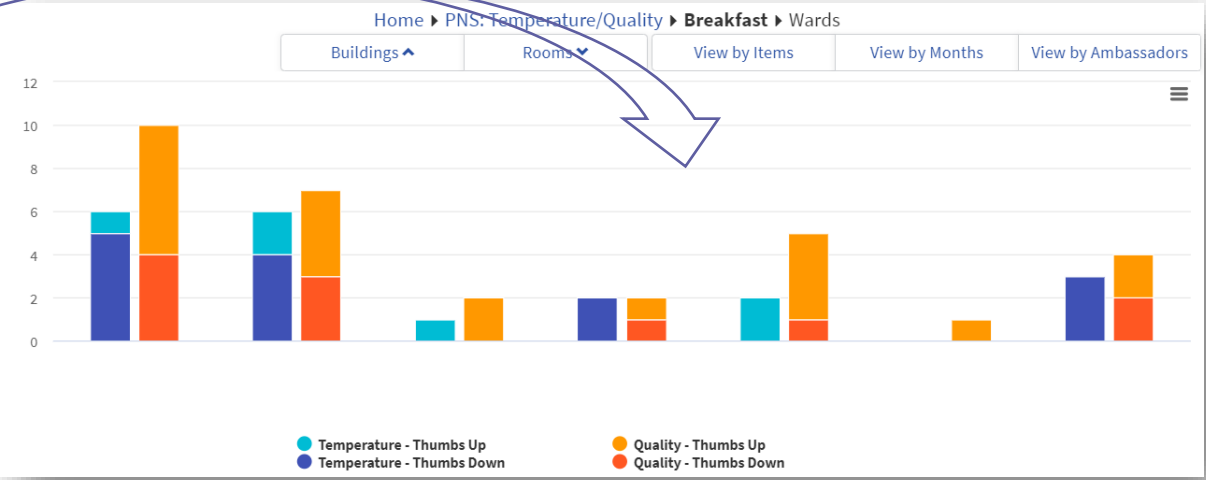
View by root cause PNS/EIP/FAC (+ / -)



View by specific root cause (+ / -)



View by specific item



View by wards/unit

Opportunities for improvement

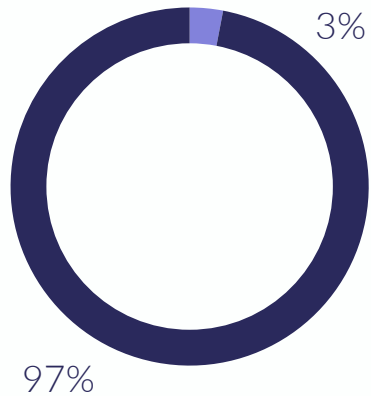
Conversations with patients have enabled the identification of opportunities for improvement with swift resolutions put in place to impact patients' experience in the moment, as well as lead to implement longer term solutions



75% of clinicians say it has had a positive impact on patients' experience

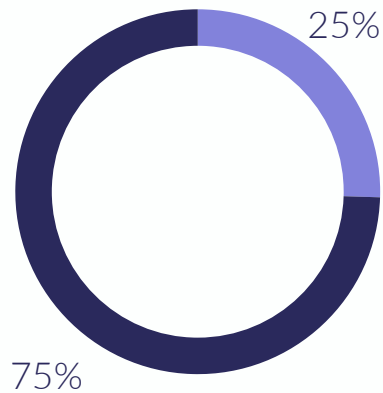
Nursing and clinical teams' feedback

Value of the Experiencia platform



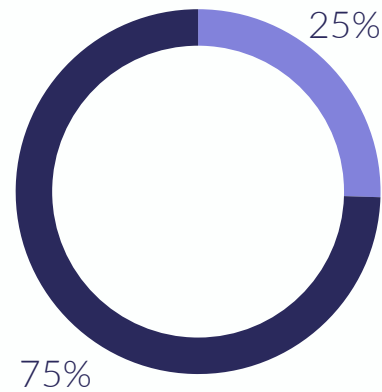
In response to being asked of the value of capturing feedback from a patient to understand what really matters to them and capturing it in Experiencia, **97%** responded positively

Positive impact on patients' experience



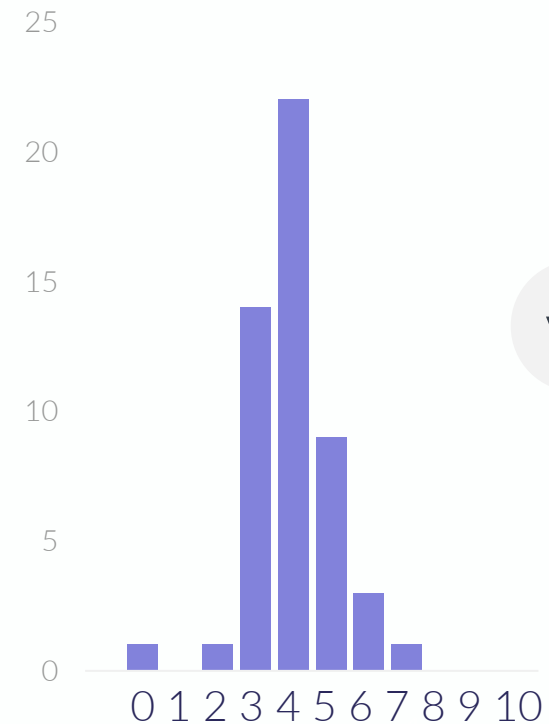
In response to being asked whether the Patient Experience Ambassador has a positive impact on a patient's experience whilst in hospital, **75%** responded positively

Improved relations with facilities services



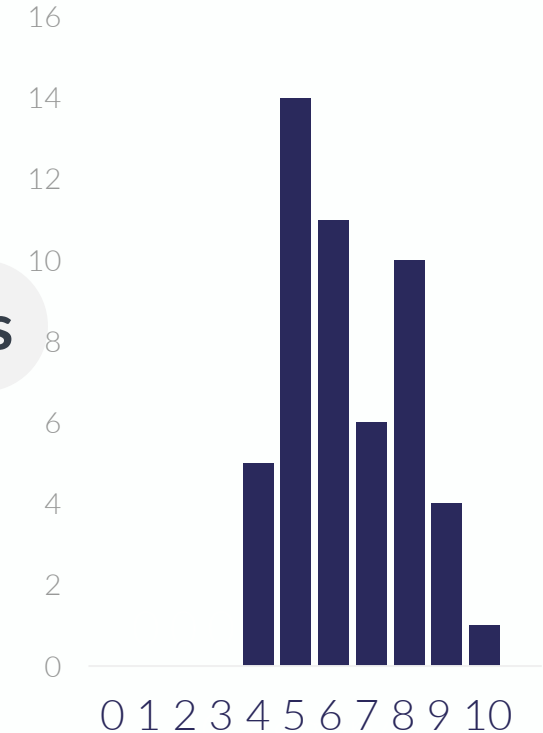
In response to being asked whether the relationship between facilities and clinical services has improved further since the introduction of Experiencia, **75%** responded positively

Perception of facilities services prior to Experiencia



The average score was **4.96**

Perception of facilities services post Experiencia



The average score is now **6.35**

VS

Patients' stories

