

# Patient experience: Are you investing in the right technology?



**90%** of patients are comfortable using technology to manage their healthcare.<sup>1</sup>

To optimize the patient experience, providers must align technology investments with what patients value.

## Technology priorities — patients and providers agree:<sup>2</sup>



Access to digital solutions during the care process



Medication/prescription management or fulfillment solution/application



Access to enhanced in-room entertainment and hospital information

However, a provider investment gap remains for technologies that patients highly value<sup>3</sup>



Bedside applications for interactions



Video communication with care team



Discharge process streamlining



Condition monitoring at home

## The patient experience revenue connection

For digitally-connected healthcare to have transformative effects, patient-provider solution alignment is essential. This is especially true as changing payment models make the patient experience even more important.

**25%** of a hospital's total HCAHPS performance score is based on the patient care experience. HCAHPS scores affect Medicare reimbursement rates<sup>4</sup>

**50%** higher net margins are experienced by hospitals with a "superior" patient experience rating instead of "average"<sup>5</sup>

**74%** of satisfied patients pay their bills in full compared to 33% of less satisfied patients<sup>6</sup>

## Where healthcare IT should focus

When seeking to enhance the patient experience, health system leaders said prioritizing these technology solutions are extremely/very important.<sup>7</sup>



**88%** Patient/visitor WiFi solutions



**84%** Telehealth services



**78%** Security services



**76%** TV services



**67%** Fiber Internet services



**65%** Cloud services

Read the [Patient Experience Study](#) to learn more, or visit [enterprise.spectrum.com/healthcare](https://enterprise.spectrum.com/healthcare) to discover technology solutions from Spectrum Enterprise that help deliver a better patient experience.

### Sources:

1. Patient Experience Study, conducted by HIMSS Analytics on behalf of Spectrum Enterprise, Sept. 28, 2018. The study involved surveys of more than 300 patients with recent inpatient experience and more than 200 providers, including multi-hospital health systems, integrated delivery networks (IDN) and stand-alone hospitals.
2. HIMSS Patient Experience Study
3. HIMSS patient experience study
4. HCAHPS Fact Sheet, 2017
5. "Patient Engagement: Happy Patients, Healthy Margins," Accenture, 2016.
6. Study: Satisfied patients more likely to pay medical bills in full, Becker's Hospital Review, 2016.
7. HIMSS patient experience study