

Title (en)

PATIENT EXPERIENCE MANAGEMENT SYSTEM

Title (de)

VERWALTUNGSSYSTEM FÜR PATIENTENERFAHRUNG

Title (fr)

SYSTÈME DE GESTION DE L'EXPÉRIENCE DE PATIENTS

Publication

**EP 3791396 A1 20210317 (EN)**

Application

**EP 19924638 A 20191119**

Priority

- TR 201916791 A 20191031
- TR 2019050973 W 20191119

Abstract (en)

[origin: WO2020246946A1] The invention, to be presented for use in hospitals and health institution, is a patient experience management system that measures performance by asking patients' opinions on the services provided in the hospitals and health institution using thorough questionnaires and analyze the patients' responses to score the performance, detect causes of performance alterations, and suggest solutions and prioritizing. This patient experience management system (1) has the following characteristics: using contacts of patient(s) (10) that are provided by hospitals and health institution (40), the patient(s) (10) are contacted and asked about their opinions on the provided services and treatments in the hospitals and health institution (40), the opinions of the patient(s) (10) are asked using thorough questionnaires (20). The responses of the patient(s) (10) on these questionnaires (20) questions are entered in a server (30) that has a built in Artificial Intelligence based matrix (31). The server (30) with its built in Artificial Intelligence based matrix (31) analyzes the responses and report the score, the Coefficient of Variation, the occurrence pattern, and trending. The server (30) with its built in Artificial Intelligence based matrix (31) then analyzes the score, the Coefficient of Variation, the occurrence pattern, and trending all together to report performance, detect causes of performance alterations, and suggest solutions and prioritizing. These results are then fed by the server (30) to the hospitals and health institution (40) on agreed intervals (real-time, weekly, monthly, etc.)

IPC 8 full level

**G16H 10/20** (2018.01)

CPC (source: EP)

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