



EMORY HEALTHCARE USES SCIHEALTH TO IMPROVE PATIENT SATISFACTION

Data transparency improves patient satisfaction scores

Atlanta, GA (January 25th, 2008) — In an effort to more effectively measure individual performance and improve patient satisfaction scores, Emory Healthcare implemented SciHealth INSIGHT. By incorporating patient satisfaction benchmarks established through Press Ganey with INSIGHT, Emory Healthcare increased their overall Press Ganey score by 2 points within 24 months. In addition, individual measures of patient satisfaction also increased significantly.

“With INSIGHT, we are able to provide better transparency into the data that supports our organizational benchmarks.” says Redge Hanna, Emory Healthcare’s Director of Service Performance. “Having a wide range of clinical, financial and operational performance indicators in one place helps drive the vital results with real-time facts behind them. “

Various aspects of patient satisfaction helped to drive the overall increase. One example, food services, yielded a 4 point increase in the score. Patient wait times at Emory Clinics also dropped – also increasing the score by nearly 4 points. During the same period, Emory experienced another - one point increase in their score for Patients Likelihood To Recommend Services To Others.

“We are committed to bringing greater transparency to leading healthcare organizations like Emory,” says Bill Leander, SciHealth CEO. “By providing a single source of truth when executing an initiative, organizations like Emory are better equipped to quickly target resources appropriately for improvement.”

In 2007, Emory Healthcare was ranked by US News & World Report as one of America’s Best Hospitals – with seven specialty areas ranking in the top 50 nationwide. Emory Healthcare has 1,184 licensed patient beds across 3 hospitals, 9,000 employees and more than 20 health centers located throughout Metro Atlanta.

About SciHealth, Inc.

SciHealth, Inc. is a leading healthcare performance management software company, providing solutions to over 300 hospitals in the U.S., including some of the nation’s premier providers. Thousands of decision makers rely on SciHealth’s business intelligence tools each day to take more purposeful and timely actions using informative alerts, dashboards, and scorecards. SciHealth’s unique “IT Lite” approach accelerates performance and strategic alignment by increasing transparency and accountability throughout an organization. For more information, please visit us at <http://www.scihealth.com> or contact us at info@scihealth.com.