

Feedback Manager

Learn from patient and client experience and their feedback

Expressions of dissatisfaction, complaints and feedback in general of your patients/clients, their family and third parties must always be taken seriously. A fast and accurate handling can transform a negative experience into a positive one. In this manner you can create a good reputation and avoid high costs of possible claims. In addition, complaints contain valuable information by which you can improve the quality and service of your organization. However, handling complaints is time consuming and a complex process. It is a challenge to have all relevant information centrally available and it is difficult to report the conducted communication and to monitor the status of each complaint. This often results in the exceeding turnaround times.

What is the Feedback Manager?

The TPSC Feedback Manager fully automates the process of managing consumer feedback. The status and processing time can be easily monitored.

Reporting feedback

Feedback can be submitted 24/7 by an easy to fill in online form, accessible by desktop and mobile devices.

Handling the file

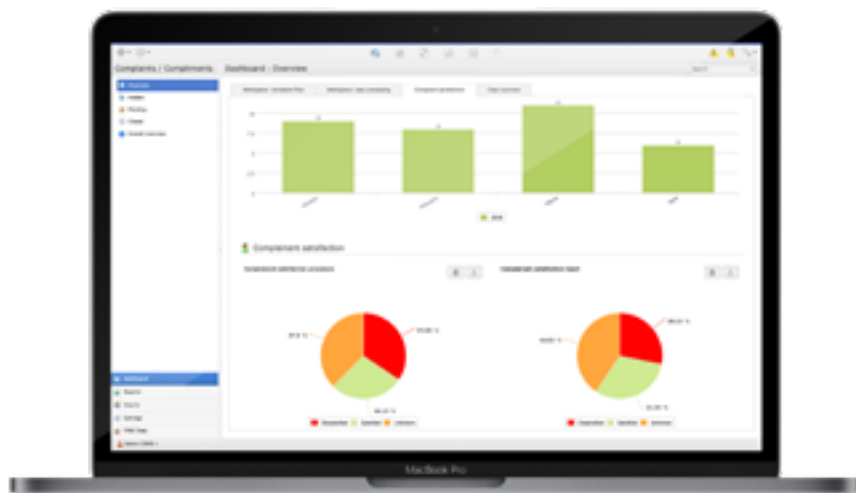
Handling a complaint can be done using a centralized or decentralized process. When a centralized process is chosen, the complaints officer will take care of the entire handling. When a decentralized process is chosen, the complaints officer divides the complaint into sub-complaints. Where after each department takes care off it's own complaints.

Follow-up

The complaints officer monitors and manages the whole process by using management dashboards. A conversation can be easily started from a specific file to ask for additional information about a complaint.

Management information

By using personal dashboards, the management can find information about the number of complaints per department, per physician, per process, etc. Does the number of complaints increase or decrease? How do departments perform with reference to each other? Which improvements must be made to reduce the number complaints?



Dashboard, Feedback Manager

Discover the benefits

Reduction of administrative burdens	Registration of feedback by using an easy to fill in online form. Integration with your organization's website is possible. Automatic centralized/decentralized workflow.
Lower costs	A fast and accurate handling of complaints reduces the number of escalations and claims.
Better turnaround times	The complaints officer has always up to date information about the number of complaints and their status, using dynamic working lists.
Automatic relationship with incident-, damage- and claim files	All the information collected is available within one file. Related incident-, damage- and/or claim files will be shown based on the available information.
Improve communication	The process is supported by automatic email notifications. Easily start a conversation from a specific file.
No information loss	One complaint file which contains related sub-complaints. All information and communication history is available from one file.
Better quality, patient safety and patient satisfaction	Through central management dashboard and decentralized department dashboards management information is provided.
Secure	Only authorized employees will have access to sensitive information.
Rapid deployment	The Feedback Manager is a standard application and ready-for-use. But also flexible, adaptable and easy to adjust.

"TPSC Feedback Manager is an easy & efficient system. We saved a lot of time by registering and generating reports of feedback and complaints."

Mw. Tan & Mw. Boeijnk
Complaints officers, Flevoziekenhuis Almere, The Netherlands

More information?

Contact The Patient Safety Company for more information or to request a demonstration of the Feedback Manager.

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