Introducing: Comment Trends

We are extremely excited to announce Comment Trends, an exciting new feature that provides real-time reports on patient sentiment across your entire organization. At Calibrater Health, we know that finding meaning in patient data is a much bigger challenge than simply collecting feedback. Comment trends is an enormous step forward in solving this challenge and making your patient data work for you!

Automagical Feedback Categorization (Positive and Negative)

Similar to comment categorization in our ticketing system, Comment Trends utilizes our propriety algorithms to analyze your patient's feedback first by overarching sentiment (positive or negative), then subsequently performs a multi-level topic analysis.

Negative Feedback
beta

Performance by Region

Topics by Region

Topics by Site

Positive Feedback
beta

Performance by Region

Topics by Region

Topics by Site

Intelligent Sentiment Benchmarking

Most importantly, we've also included benchmark data in the report to quickly compare how you're doing relative to peers in your industry. We've color coded the reports to make it easier to see how you're doing relative to the benchmark: values above the industry benchmark for positive feedback will appear green (doing great!); whereas values above the benchmark for negative feedback will be in red (needs improvement).

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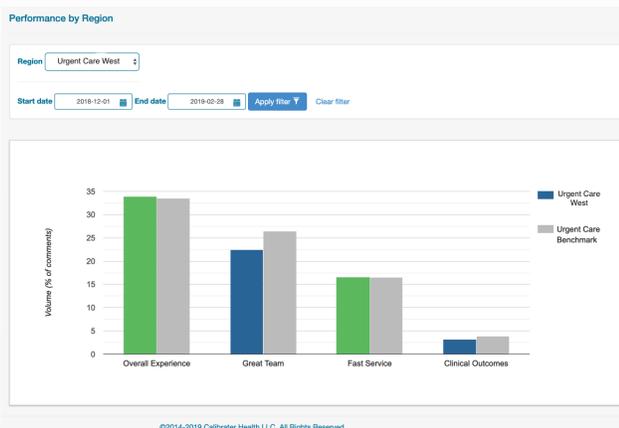
Comment Trend Reports in Action: Overall Performance

This Comment Trends feature breaks down your data into multi-level reports, allowing you to drill down to the root of what's going on. Our Performance Report gives you a birds-eye view of how you're performing in categories like **Team Attitude, Wait Time, Operational and Clinical Issues.**
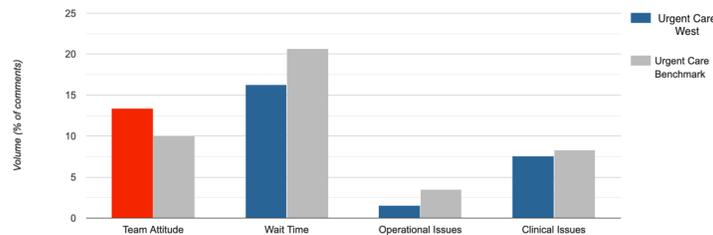
Topics by Region

Clicking into any of the categories above takes you to a report on the sub-topics of each. For example, clicking into the **Team Attitude** category breaks down into two sub-topics: **Reception Attitude** and **Provider Attitude.** In this case it looks like the issue is with the providers, not the front desk staff. Other topics include **Prescriptions**, **Cost & Insurance Issues**, **Testing & Lab Results**, **Follow-up Communication** and more!
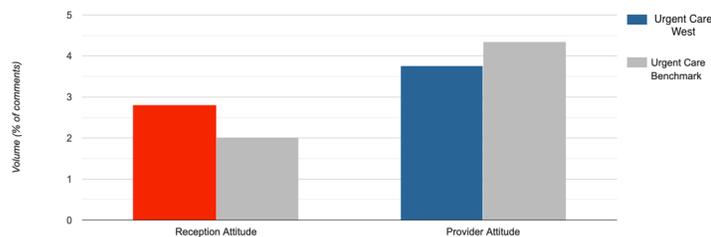
Topics by Site

Want to investigate a specific pain point on a site level? Clicking into any of the sub-topics will give a further breakdown of those values by individual site. Not only is the industry benchmark included in this report, but we've also added a regional benchmark so you can see how your locations are performing relative to your entire organization.