

## Success story: How Predictive Insights helped one hospital system proactively change how patients experienced their environment

A small hospital system repeatedly received low HCAHPS scores related to noise levels around patients' rooms at nighttime.

“From using noise meters to replacing the wheels on our carts, nothing seemed to improve our rating related to noise. With the Predictive Insights feature, we were able to identify the root cause of the problem—that our patients had no idea what to expect related to noise in that unit! Powered by the Experiencia platform, we applied these insights to our patient conversations. By giving staff tools to communicate the right expectations, we were able to proactively change patients' perception of the noise.”

— CXO, small hospital system

### HCAHPS Top Box Score at a small hospital system over six months

