

Hospital Happiness

Better Communication. Improved Patient Experience. Better Care.

The Hospital Happiness App: Patients, Families, Doctors, Nurses, Care Managers and Hospitals Create “Care Circles” with Ease for Improved Patient Communications and Patient Satisfaction.



Patients receiving hospital care, and their families – “care circles” – are empowered when they can participate fully in conversations with the patients’ doctors. But when a doctor will visit with a patient is often unpredictable. Such visits might occur at times when family members are not able to be at the patients’ bedside, leaving patients and their families frustrated and doctors without the family engagement their patients need.

How patients experience communication with doctors in the hospital is a top indicator of how a patient rates her satisfaction with her hospital care.

Connecting Patients & Families – “Care Circles” – with Doctors, Nurses, and Care Managers.

The Hospital Happiness App removes barriers for patient and family communication with doctors by enabling

doctors to efficiently notify care circles when they will be rounding. The care circle members can join the conversation in-person at the bedside or remotely via conference call, wherever they may be, whenever the doctor is ready.



Create Care Circles with the Hospital Happiness Mobile App or Via SMS

Patients, Family Care Givers:

- Initiate a care circle, inviting family members to join at any time before or during a hospital stay.
- Invite all doctors, nurses and care managers to connect with patient’s circle to ensure conversations during rounds and more.

Doctors, Nurses, Care Managers:

- Invite patients and families to create a care circle they can connect to, facilitating richer communication when you round or any time; on your time; keeping your contact information confidential.

Hospitals:

- Create care circles for patients as part of the admissions process or during a hospital stay.
- Encourage physicians to engage care circles for better overall patient communication and satisfaction.

The Benefits of Connecting Care Circles with Hospital Happiness

Patients

- Receive notifications of when their doctors will be rounding.
- Engage more fully with nurses and care managers.
- Send questions / concerns to their doctors, nurses and care managers prior to visits.
- Allow family members to be in their care circles, participating in conversations with their doctors, nurses and care managers, in-person or remotely via conference call.
- Provide real-time feedback on their care experience.
- Stay connected with their circle.

Family Members

- Are alerted to upcoming doctors' rounds.
- Participate in conversations with doctors, nurses and care managers in-person or via conference call if out-of-town or tending to life's other priorities.
- Send questions / concerns for patients to doctors, nurses and care managers prior to their visits.
- Stay connected to help care for patients.

Doctors, Nurses, Care Managers

- Notify their patients and their care circles of when they will be rounding.
- Are alerted to patients' key questions / concerns prior to rounding.
- Readily engage patients and their care circles when they need to, on their time, without disclosing their contact information.

Hospitals

- Affirm commitment to patient-centric communication.
- Receive real-time patient feedback on care communication and care experience.
- Generate better care communication & improved patient satisfaction.
- Improve engagement with patients' families to yield better discharge planning and care post-discharge as part of efforts to reduce readmissions.
- Launch Hospital Happiness quickly and easily – no IT interfaces to build or hardware to procure.
- Can brand Hospital Happiness as your own, active patient engagement tool.

