

Hospital patient support program

increases patient experience scores 20%



The background

A leading hospital with 7,000+ births a year wanted to make its facility more welcoming to patients, without adding to care teams' workload. Their goal was to elevate the patient experience and see that reflected in higher survey scores.



The Circles solution

- › Established 'At Your Service' (AYS), addressing both inpatient and outpatient need
- › Fulfilled requests ranging from meal delivery and personal care items to salon services and transportation
- › Staffed an on-site service desk in the maternity unit lobby, 7 days a week
- › Provided dedicated advocates from 9:00 am to 8:30 pm
- › Delivered hands-on support, including nurse meetings and patient rounds
- › Promoted the program through welcome packets, brochures and comment cards
- › Developed branded content for the hospital's website and intranet

The outcome

- 12,946 > requests filled in first year
- 23,360 > requests filled in three years
- 20% > patient experience score increase in month one
- 90 > avg patient experience score, post launch

See what Circles can do for your organization.

[Learn more](#)

"AYS has helped us improve the patient experience. The increased score means we're making an even bigger difference in the lives of our patients, helping them achieve and maintain wellness by creating a healthcare environment that is truly patient-centered."

VP of Patient Experience