**XEBO**.ai

مستشفى الإرسالية الأمريكية
American Mission Hospital

# Transforming Patient Experience

# About



مستشفى الإرسالية الأمريكية
American Mission Hospital

American Mission Hospital (AMH) is a renowned healthcare institution committed to delivering exceptional medical care to its community. With a legacy of excellence, AMH focuses on both outpatient and inpatient services, constantly striving to enhance patient satisfaction and overall experience through innovation and compassionate care.
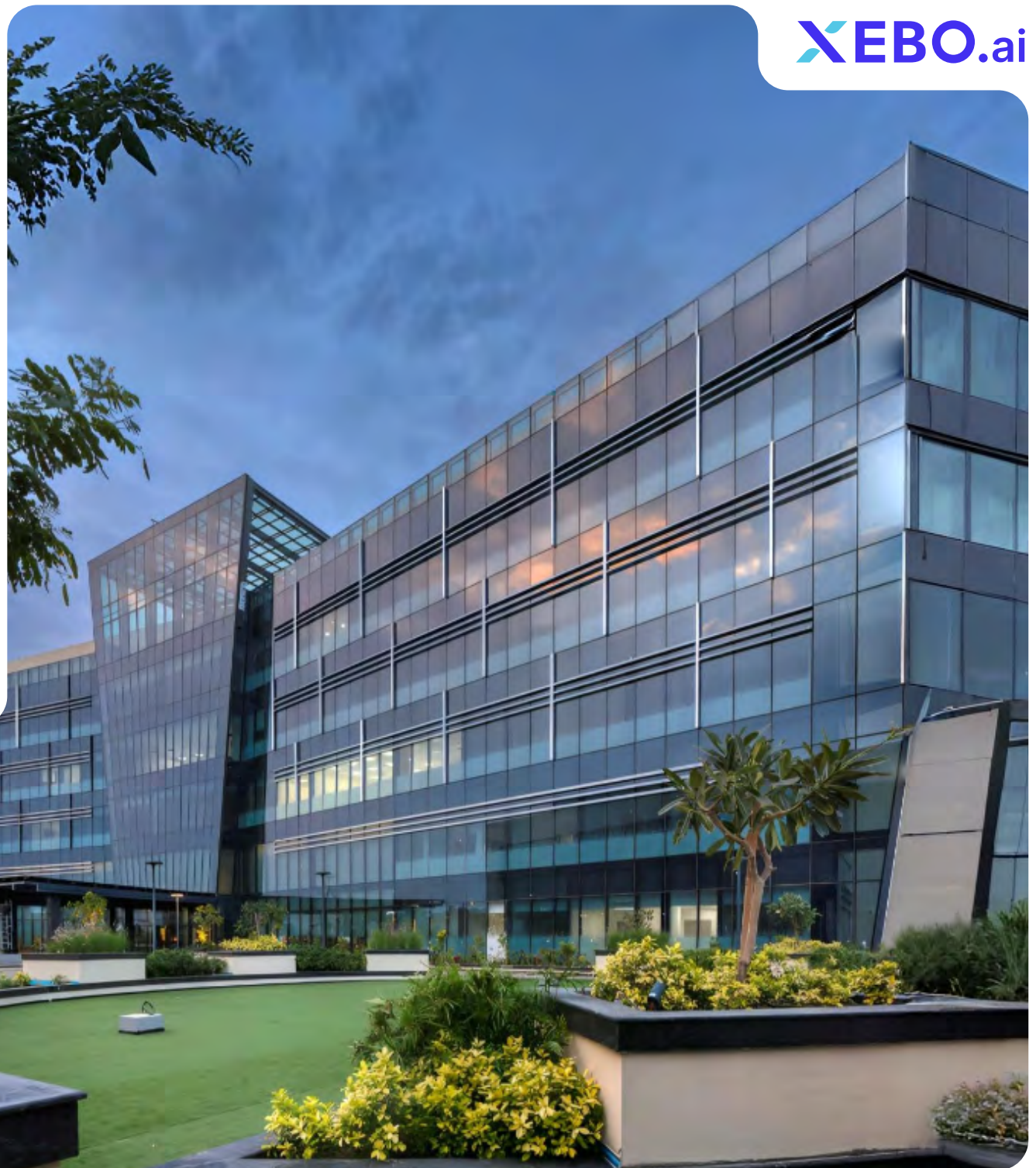
## Challenges faced before XEBO.ai

Prior to adopting XEBO.ai, AMH faced significant challenges in effectively capturing and acting upon patient feedback. The organization struggled with:

- **!** **Analyzing large volumes of open-ended feedback.**

- **!** **Gaining insights at the level of specific locations, departments, or individual caregivers.**

- **!** **Delayed response to patient concerns due to the absence of a real-time sentiment analysis system.**

- **!** **Inefficient workflows that hindered timely resolution of patient issues.**

These limitations affected their ability to proactively improve patient satisfaction and optimize operational efficiency.

## Search for solution by AMH

Recognizing the need for a more agile, insightful, and data-driven approach, AMH began searching for an automated solution that could:

- ✅ **Instantly interpret patient sentiments.**

- ✅ **Deliver actionable insights in real-time.**

- ✅ **Reduce the manual burden of feedback analysis.**

- ✅ **Enable department-level responsiveness for targeted service improvements.**

This led them to explore advanced AI-powered customer experience platforms.

**Reasons to choose XEBO.ai**

AMH selected XEBO.ai for its robust capabilities and proven expertise in transforming raw feedback into strategic insights. The key factors that influenced their decision included:

- ✅ XEBO.ai's ability to perform **AI-driven sentiment analysis** at scale.

- ✅ Granular feedback mapping across **specific locations, departments, and caregivers.**

- ✅ An integrated **ticketing system** for tracking and resolving complaints.

- ✅ Real-time, visually intuitive **dashboard interfaces** for review management.

- ✅ The platform's potential to significantly **reduce analysis time and resolution delays.**

# Implementation and integration



The implementation of XEBO.ai at AMH was seamless and strategically aligned with the hospital's goals. The integration process involved:

- Setting up real-time dashboards to manage and monitor doctor reviews.

- Deploying the sentiment analysis engine across all feedback channels.
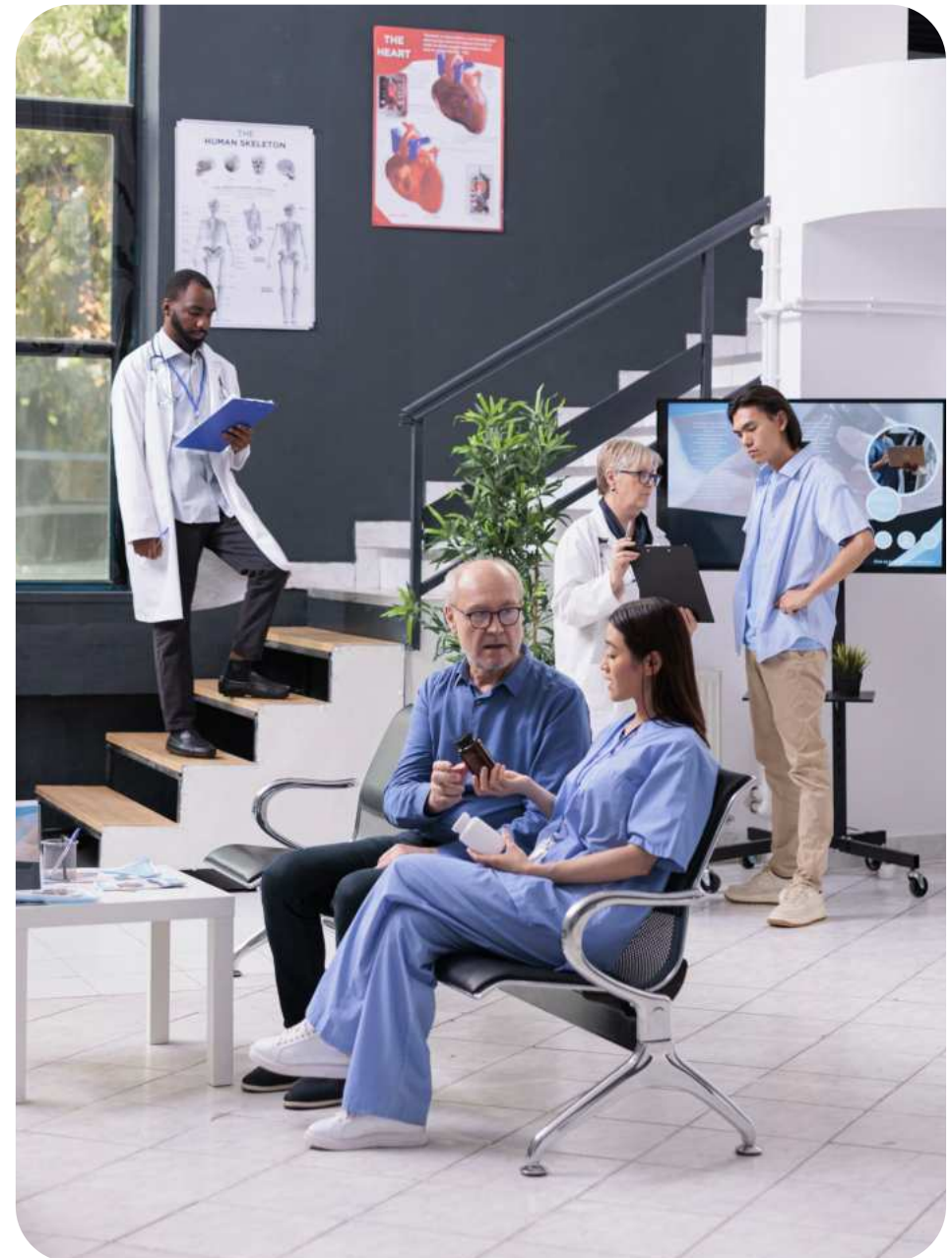
- Training AMH teams to utilize the ticketing and analytics systems effectively.

- Ensuring data flows were optimized for continuous, automated insights delivery.

Within a short time, XEBO.ai became central to AMH's patient experience strategy.

**XEBO.ai**

**Impact of XEBO.ai**

# The outcomes of adopting XEBO.ai were both immediate and transformative:

## 31%
**Increase in Net Promoter Score (NPS)** by directly addressing patient concerns.

## 42%
**Reduction in customer resolution time**, which streamlined workflows, improved resource allocation, and led to notable cost savings.

## 70%
**Time reduction** in analyzing open-ended feedback thanks to the power of automated sentiment analysis.

# These results reflect not only operational gains but also a meaningful uplift in patient experience and staff efficiency