

Positive Patient Experience, Healthy Performance

Healthcare administrators know that the better patients feel emotionally, the faster they will heal physically. This is one of the key motivating factors behind the success of a healthcare facility. With the ever growing need to set themselves apart from their competition and attract the best medical personnel, healthcare providers need to establish an image and brand presence in the market that conveys added value, differentiation, focus on the patient and their visitors, and quality of patient care.

Improved Performance Boosts Satisfaction

HappyOrNot has been present in both private and public healthcare facilities across the globe for years, providing these clients with our satisfaction and performance monitoring services. Our services are implemented as both a key performance indicator and a management tool that enables continuous monitoring of patient and visitor satisfaction, helping organizational leaders to incorporate patient experience and enhance the culture where service is deemed an important strategic goal for healthcare facilities.

“HappyOrNot device and service makes it easy for our visitors to instantly give feedback on our performance. With a simple click on a smiley button, you answer the survey question. Reports are automatically generated and delivered to our organization to evaluate, develop, and make our performance be even better”



Bent Wulff Jakobsen
Medical Director, Aleris

Facts & Figures

- ✓ Patient and visitor satisfaction improvement 12%
- ✓ Overall organizational performance improvement 5 %

Selected Clients:

Aleris

Attendo

norlandia
care

Ochsner
Health System

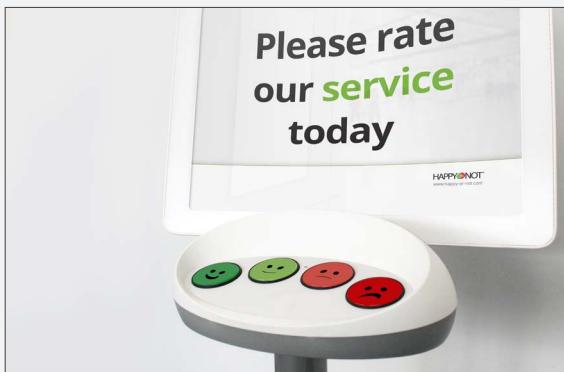
GE Healthcare

City of Helsinki

NHS

Finnish Red Cross
Blood Service

The award-winning HappyOrNot-service is...



Service Units

HappyOrNot meters are placed at each service unit. The devices are ready-to-use out of the box. The customer answers the regularly changed question by pressing the appropriate smiley button. The device is always located where the customer service experience takes place.

Intelligent Reporting Service

Automated, easy and quick to read reports. Delivered with the required content and at the right intervals. Plus Web-based reporting service for historical data, deeper reviews, and report and data exports.

Service unit rankings and territory trends for territory management.

Service unit records with accurate results for store management.

Top-level summaries for chain management, etc.

Continuous enterprise-wide benefits and effects



- Encourages and motivates personnel in achieving their objectives, improving their work in day-to-day operations – the best possible customer experience brings better results.
- Provides enterprise-wise data fast to support and enhance decision-making.
- Improves customer satisfaction, service reputation and customer loyalty.
- Helps your company improve its competitive position and grows your profits.

HAPPYORNOT® ☺☻☺☻☺☻™

Want A Quote?

Submit a Contact Request at:

www.happy-or-not.com/contact-us/



Find your Regional Sales Director representative at:

www.happy-or-not.com/contact-us/

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