



Beacon Health System becomes first in Indiana to deploy Quality Reviews' real-time patient feedback tool

Beacon Health System has launched Quality Reviews' real-time patient feedback and service recovery tools, Q-Reviews® and Q-Rounding® throughout the system.

SOUTH BEND, INDIANA, UNITED STATES OF AMERICA, April 19, 2018 /EINPresswire.com/ -- [Beacon Health System](#) has launched [Quality Reviews'](#) real-time patient feedback and service recovery tools, Q-Reviews® and Q-Rounding® throughout the health system. Leveraging the ubiquity of smartphones, Beacon is the first in Indiana to offer patients the opportunity to share feedback within minutes to hours after an episode of care with Quality Reviews.

"Our patients deserve to have their voices heard, and this tool gives us the ability to not only listen to, but also improve patients' experience in real-time. This tool helps us achieve our overarching goal of making Beacon a welcoming place where patients know and feel that we care about them," said Lori Turner, Chief Marketing, Innovation, and Customer Experience Officer at Beacon Health System.

Q-Reviews® and Q-Rounding® give health care organizations like Beacon the ability to instantly receive feedback from patients within minutes after they receive care. This is made possible through the utilization of text messages and smartphone technology to create a dialogue between providers and their patients. After a text is sent, smartphone users simply press a secure link allowing them to provide valuable feedback to hospital leadership in real-time.

"Delivering a superior patient experience as always been central to Beacon's mission. With this tool, we can now sharpen our focus on improving that experience for all patients," Turner said. "The ability to receive feedback immediately is a game-changer for us."

Quality Reviews is a New York City-based company that launched Q-Reviews® and Q-Rounding® "to give patients a voice and health care institutions an ear to listen carefully and make faster, more effective care delivery decisions," said Edward Shin, MD, Chief Executive Officer of Quality Reviews. "Beacon is the first health system in Indiana to understand that performance improvement is powered by better patient experience data. We look forward to collaborating with Beacon to amplify the patient voice for the purpose of improved patient care."

About Beacon Health System

As the largest, locally owned and operated health care system in the region, Beacon Health System is our community's trusted partner and guide in creating and maintain health. Elkhart General Hospital, Memorial Hospital of South Bend, Beacon Children's Hospital, Beacon Medical Group and Beacon Health & Fitness are powered by more than 7,000 associates and 1,000 physicians who provide the best care possible to people of all ages. Beacon is also an education organization helping train medical residents in the fields of family medicine and hospital pharmacy. For more information, visit <http://www.beaconhealthsystem.org/>.

About Quality Reviews, Inc.

Quality Reviews, Inc. builds proprietary software to enable healthcare provider organizations to capture, analyze and improve real-time patient feedback via its products, Q-Reviews® and Q-Rounding®. Based in New York City, Quality Reviews, Inc. was founded by leading physicians and entrepreneurs with over 30 years of clinical, healthcare administration, and technology-building experience. Learn more at <https://www.q-reviews.com/>.

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