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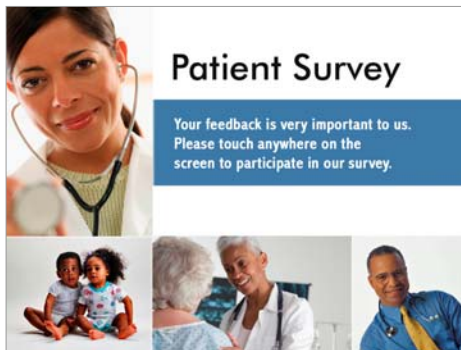
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PRODUCTS USED IN THIS PROJECT

- DIGIVEY SURVEY SUITE™
COMPRISING OF:
 - DIGIVEY COMPOSER™
 - DIGIVEY LAUNCHER™
 - DIGIVEY ANALYZER™
- DIGIVEY DATA SHUFFLER™
- SURVEY KIOSKS WITH ELO SAW TOUCH SCREENS
- ALL-IN-ONE TOUCH COMPUTERS

CASE STUDY

BUSINESS SITUATION

A vivid Community Health Center with several locations in the Bay area was looking to move from paper surveys to computer-assisted surveys to better serve their patients and to monitor quality of service as required by the JHACO accreditation.

The survey application must feature multilingual capability for English, Spanish, Vietnamese, Chinese and Japanese. For locations with very little available space, desktop-based survey stations were selected, larger locations chose free standing survey kiosks. The survey application also had to make sure that reporting could be organized to show all locations, a selectable group of locations or a single location. Another requirement was for the patients to select the image of the provider who served them.

SOLUTION

A multilingual survey questionnaire was created containing the appropriate branching and skipping rules necessary to show only relevant questions to patients depending on the location they were served at. Project upload, data download and reporting was automated in order to minimize time and workload for staff.

BENEFITS

- User-friendly, fast to complete self-administered surveys
- Opportunity to set goals and continuously monitor key aspects of the delivered patient service quality, including details of time to get appointment, appointment call-back times, waiting times to see the doctor, service satisfaction rates and more
- Significantly higher response rates than in the past
- Multilingual questionnaire with preferred language selection to better serve multi-cultural patient population
- Minimal workload and time required from staff
- Ready to use, insightful survey reports available at any time
- Ability to filter the survey results and instantly create customized reports
- Ability to provide management with ad-hoc reports at minute's notice
- Overall greatly reduced workload and costs for quality assurance

To learn more about touch screen survey solutions powered by the Digivey survey software, please visit www.digivey.com or call the Digivey Survey Center.

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