Imperium Patient Satisfaction Solution Documentation

IMPERIUM dynamics

Table of Contents

Overview 2

Survey Configuration 4

Survey 4

Pre-Defined Response: 9

Branching Rules: 9

Conditions: 10

Actions: 11

Branching Rules: 13

Assignment: 13

Analytics: 14

Scoring 14

Publish Surveys for Departments and Create Assignment for Users/User Groups 16

View Assignment Details 18

Assign From User Groups View: 19

Admin Configuration 20

Admin Settings: 20

App Settings: 20

Notification Templates: 21

Survey Responses 22

Dashboards: 22

Documentation: 22

My Dashboard: 22

Survey Submission Responses: 23

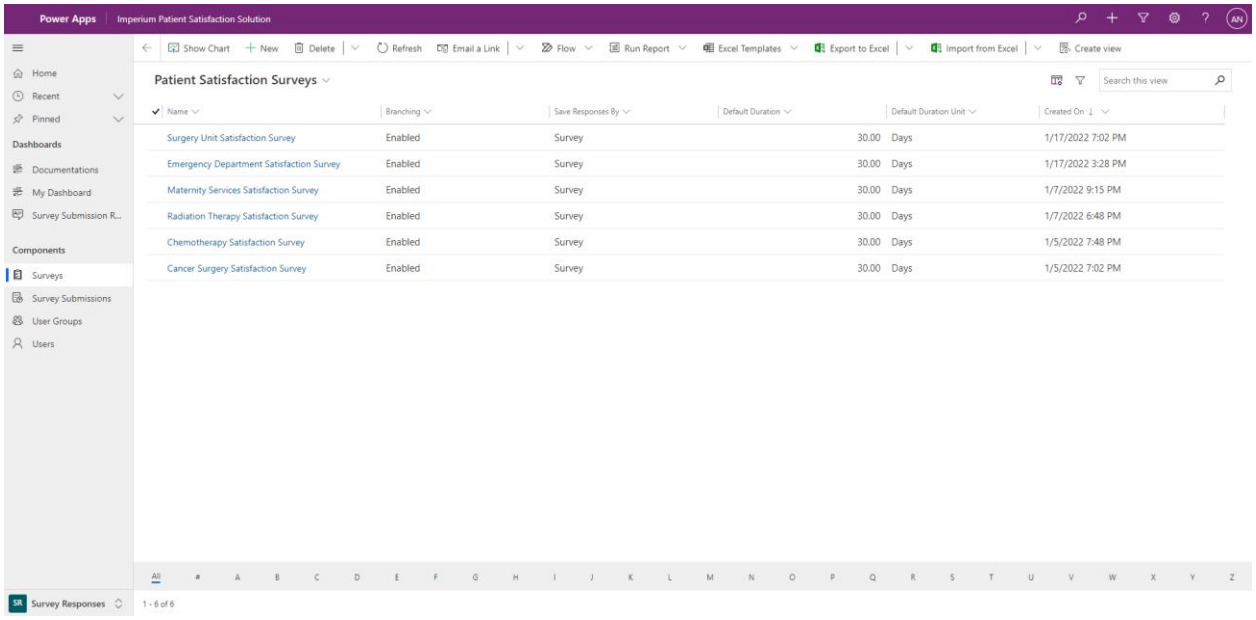
Overview

The Patient Satisfaction Solution comprises built-in surveys for the departments of a medical facility center. Each survey has a combination of questions with respect to the HCAHPS and WHO-defined standards to have patients attempt the survey anonymously and analyze the protocols and services of the hospital staff. Multiple dashboards – specific for each department - represent real-time analytics of the submission responses to evaluate data frequently on a daily basis.

The Imperium Patient Satisfaction Solution has surveys for the following departments:

- **Maternity Services Satisfaction Survey:** The survey is based on rules and conditions for every type of treatment given during pregnancy, including questions related to the communication of hospital staff, the interaction of patient and doctor, and the exclusive training given to the new mothers after the birth.
- **Emergency Department Satisfaction Survey:** The survey consists of questions to inquire about protocols followed by the staff of the emergency department, with the details of billing procedure, in-time treatment, consent documentation, and the transfer process to another hospital.
- **Surgery Unit Satisfaction Survey:** The survey is primarily configured to help know the experience of patients with their surgical team such as the detailed explanation of the diagnosis before the surgery, their interaction with the anesthetists, and the post-surgery care provided.
- **Oncology Department Survey:** Oncology is an important part of a hospital facility. There are three different survey types configured in the system for the patients being treated with the relative procedure.
    - **Cancer Surgery Satisfaction Survey:** Customized with a series of questions, the survey ensures to bring meaningful data regarding the patient-doctor relationship, surgery experience with the oncologist, treatment facilities, and post-surgical-care given by the staff.
    - **Chemotherapy Satisfaction Survey:** To cover every stage of the chemotherapy, the survey has detailed questions to gain insights on the diagnosis shared with the patient, the step-by-step treatment, the type of tests asked by the oncologist, and patient review for the overall services received.
    - **Radiation Therapy Satisfaction Survey:** With the help of a section-based survey, it gets easier to determine if the standard protocols were followed by the radiology team, in terms of gathering reports and making correct analyses, communicating details with the patient, and providing a comfortable treatment.

The solution is based on Model-driven Application and Canvas Application. The Model-driven application is the Admin Panel to publish Surveys to various departments of the hospital. The patient attempts the Survey on the hospital tablet/smartphone. All responses are saved on the Model-driven Application anonymously, where Admin can review the submissions individually and on the real-time dashboards.


Power Apps
Imperium Patient Satisfaction Solution
Show Chart
New
Delete
Refresh
Email a Link
Flow
Run Report
Excel Templates
Export to Excel
Import from Excel
Create view
Home
Recent
Pinned
Dashboards
Documentations
My Dashboard
Survey Submission R...
Components
Surveys
Survey Submissions
User Groups
Users
Patient Satisfaction Surveys
Search this view
Name
Branching
Save Responses By
Default Duration
Default Duration Unit
Created On
Surgery Unit Satisfaction Survey Enabled Survey 30.00 Days 1/17/2022 7:02 PM
Emergency Department Satisfaction Survey Enabled Survey 30.00 Days 1/17/2022 3:28 PM
Maternity Services Satisfaction Survey Enabled Survey 30.00 Days 1/7/2022 9:15 PM
Radiation Therapy Satisfaction Survey Enabled Survey 30.00 Days 1/7/2022 6:48 PM
Chemotherapy Satisfaction Survey Enabled Survey 30.00 Days 1/5/2022 7:48 PM
Cancer Surgery Satisfaction Survey Enabled Survey 30.00 Days 1/5/2022 7:02 PM
All # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Survey Responses
1 - 6 of 6

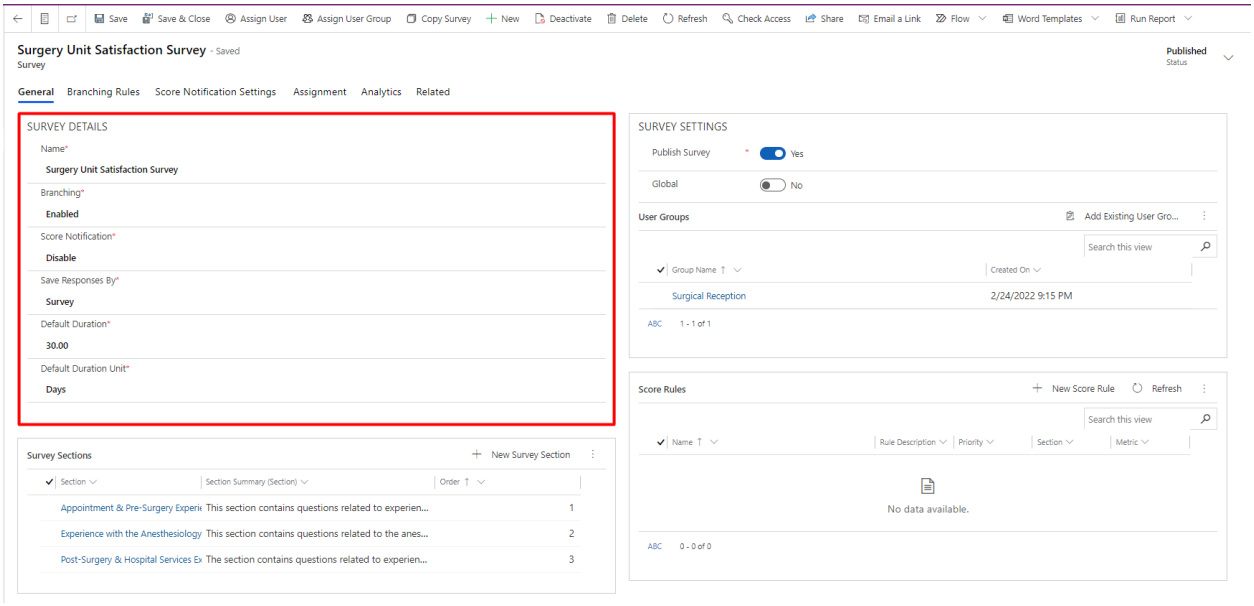
Survey Configuration

Imperium Patient Satisfaction Solution enables the admin to configure new surveys, edit existing survey questions, or add new questions or response options.
To apply Survey configuration, navigate to the 'Survey Configuration' area to create and assign logic-based Surveys.

Survey

Create a new Survey, by navigating into the Survey entity, click '+New ', which opens a main Survey form with the following fields:

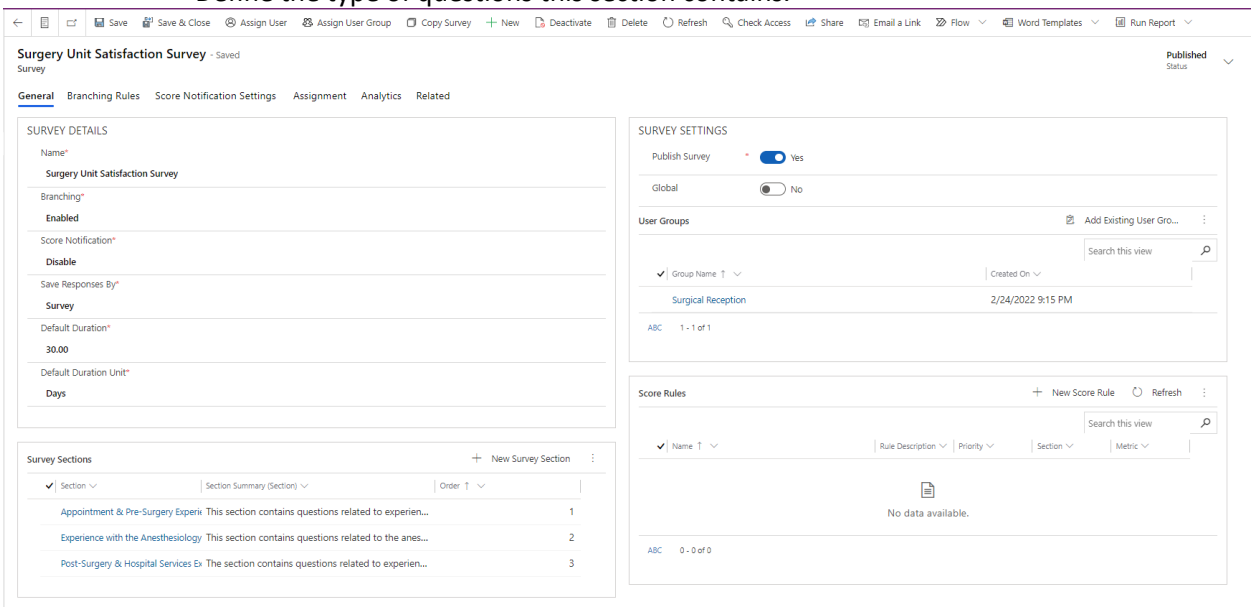
- Name: It is a required field. Give a name to your Survey.
- Branching: This is a required field, enable or disable branching that applies to the Survey.
- Score Notification: This is a required field, enable or disable score notifications that applies to the survey.
- Save response by: This is a required field. Set an option to Save submission responses at the end of the Survey, Section, or Question.
- Default Duration: This is a required field. Define the duration time of the Survey.
- Default Duration Unit: This is a required field. Set a unit of the defined duration.



Add multiple Sections to the Survey by clicking on + New Survey Section a quick create form appears:

- Survey: The field is locked and set to the survey by default.
- Order: This is a required field. The order determines the sequence of the section in the survey.
- **Section:** Click on the blank field, '+ New section' and a **New Section**, a pop-up message appears, click OK to proceed.
    - Name: This is a required field. Give an appropriate name to the section.

- Section Summary: This is not a required field. Provide a summary of the section. Define the type of questions this section contains.



To add questions to the Section, navigate in the Section, move downwards on the same page to Section Questions. Click **+ New Section Question**. A quick create form appears:

- Section: The field is locked with section name by default.
- Order: This is a required field. The order determines the sequence of the question in a section.
- Question: This is the required field. Click on the blank field, '+New Question'. A pop-up message will appear. Click 'OK' to proceed.

A New Question form will appear with some mandatory fields:

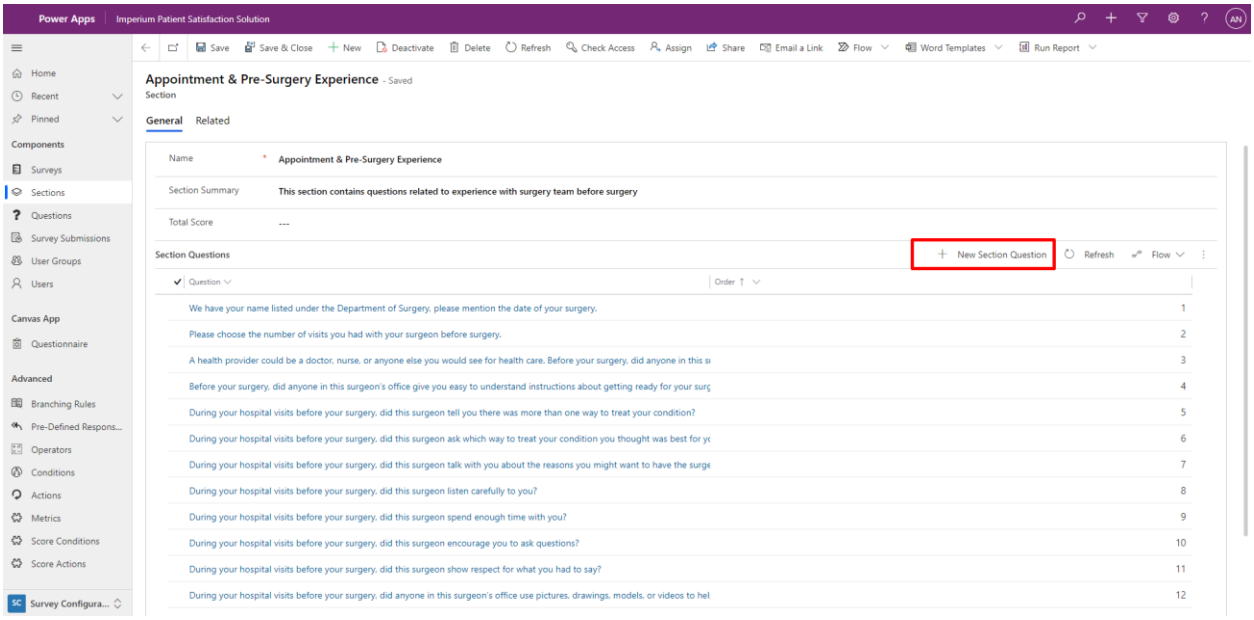
- Title: This is the required field. Give a title to the question. The same title is used to look up the question for configuring a section.
- Response Type: This is a required field. Select the type of response you want to produce for the question.
  - Text: The response will be based on the text entered by the patient on the canvas app.
  - Single-Select: Define the options that the patient has as choices, out of which only one option can be selected. For example: Did you feel comfortable with the doctor? Yes, No.
  - Multi-Select: When the patient has multiple options available, out of which user can select multiple options as an answer to the question. For example: Which

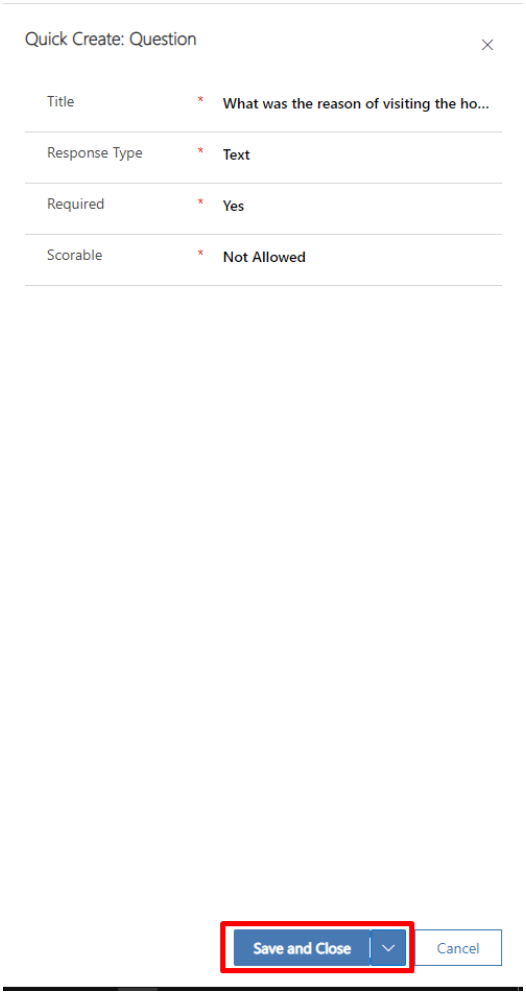
languages can you speak? English, German, French, Chinese, Italian, Arabic, Russian.

- Image: If the answer to the question should be an image, select this response type. This will give an attachment option to the patient for an image type.
- Document: If the answer to the question should be a document, then select this response type. This will give a documentation attachment option to the user.
- Numeric: This will allow the patient to enter a numeric response as the answer to the question.

- Required: This is a required option. Define whether the question is required or not. Based on this field, a warning message displays to the patient if the question is not attempted before submission, or when moving forward with the next question.

Click ‘Save’ to save the changes.


Power Apps
Imperium Patient Satisfaction Solution
Save
Save & Close
New
Deactivate
Delete
Refresh
Check Access
Assign
Share
Email a Link
Flow
Word Templates
Run Report
Home
Recent
Pinned
Components
Surveys
Sections
Questions
Survey Submissions
User Groups
Users
Canvas App
Questionnaire
Advanced
Branching Rules
Pre-Defined Respons...
Operators
Conditions
Actions
Metrics
Score Conditions
Score Actions
Survey Configura...
Appointment & Pre-Surgery Experience - Saved
Section
General
Related
Name * Appointment & Pre-Surgery Experience
Section Summary This section contains questions related to experience with surgery team before surgery
Total Score ---
Section Questions
New Section Question
Refresh
Flow
Question
Order
We have your name listed under the Department of Surgery, please mention the date of your surgery. 1
Please choose the number of visits you had with your surgeon before surgery. 2
A health provider could be a doctor, nurse, or anyone else you would see for health care. Before your surgery, did anyone in this s 3
Before your surgery, did anyone in this surgeon's office give you easy to understand instructions about getting ready for your surg 4
During your hospital visits before your surgery, did this surgeon tell you there was more than one way to treat your condition? 5
During your hospital visits before your surgery, did this surgeon ask which way to treat your condition you thought was best for yo 6
During your hospital visits before your surgery, did this surgeon talk with you about the reasons you might want to have the surge 7
During your hospital visits before your surgery, did this surgeon listen carefully to you? 8
During your hospital visits before your surgery, did this surgeon spend enough time with you? 9
During your hospital visits before your surgery, did this surgeon encourage you to ask questions? 10
During your hospital visits before your surgery, did this surgeon show respect for what you had to say? 11
During your hospital visits before your surgery, did anyone in this surgeon's office use pictures, drawings, models, or videos to hel 12

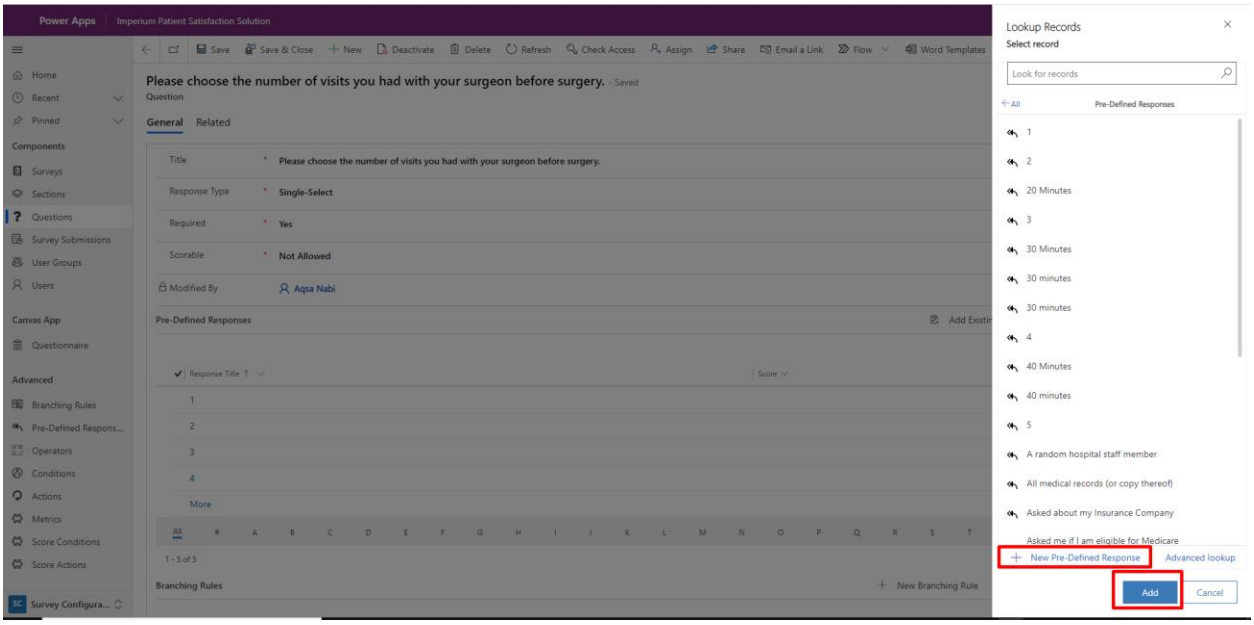

Quick Create: Question
Title * What was the reason of visiting the ho...
Response Type * Text
Required * Yes
Scorable * Not Allowed
Save and Close
Cancel

Pre-Defined Response:

From the 'Related' tab, define Pre-Defined Responses for the Question.

- Click on 'Add Existing Response'.
- On the Lookup record form, click on '+ New Record'.
- Click 'Pre-Defined Response in the record type.
- Response Title: It is a required field. Give the title to the pre-defined response.
- Score: This is not a required field. Add a score to the field.
- Click 'Save and Close'.
- The Pre-Defined Response is auto-selected in the Lookup records now. Click 'Add' to configure the Response against the Question. Whenever the Question appears for the patient, the Pre-Defined Response will be available to choose from the option set based on the response type selected (single-select or multi-select).

Go back to return to the Section page. Click on the Question listed in the grid below the main form. There are two grids on the questions page. The Pre-Defined Responses appear in the grid view below the main question form.



Branching Rules:

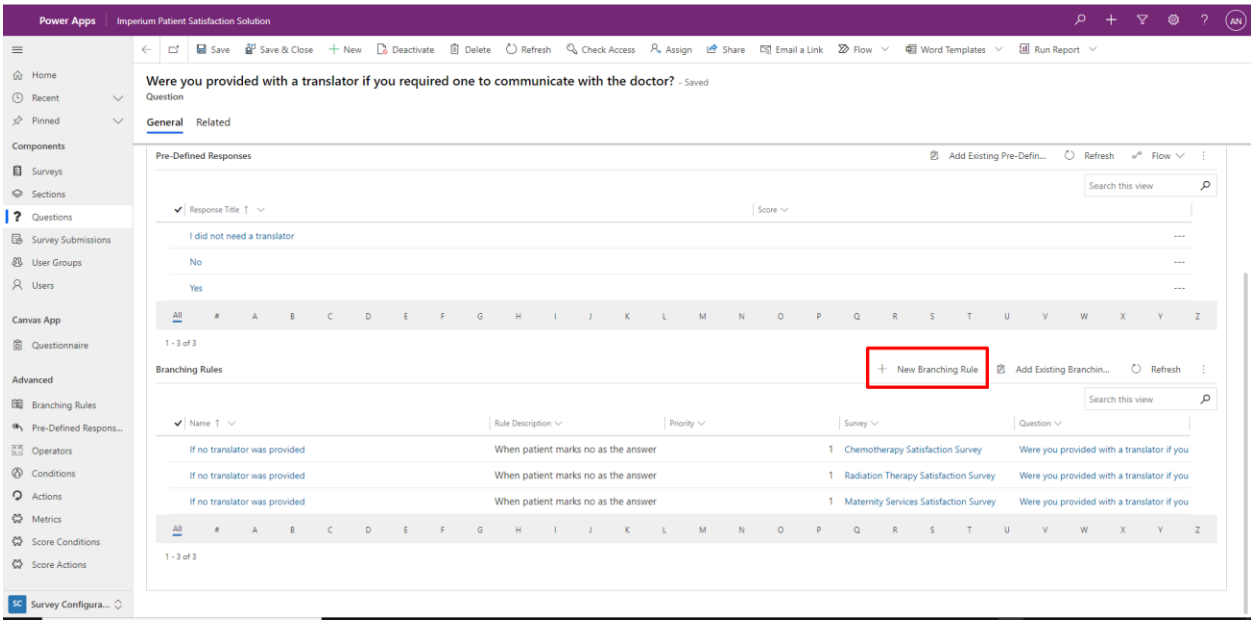
Branching Rules allow configuring conditions and logic, based on which multiple actions can be performed.

To configure Branching Rules, navigate in a Survey and click the 'Branching Rules' tab. The tab has a sub-grid with a list view of rules configured on the Survey. Create a new branching rule by Clicking on the ellipsis. Click '+ New Branching Rule.' The main form for 'New Branching Rule' appears with the following form fields:

- Name: This is a required field. Give a name to the branching rule.
- Rule Description: This is a required field. Describe the branching rule, so it is easier to pick it up later.
- Priority: This is a required field. Define the priority of your rule. At times, multiple rules are configured. To execute a particular function before the other, assign priority numerically. Rules will execute in ascending order of priority.

- Survey: This is the required field. Select the survey from the lookup records.
- Question: The question is defaulted and unlocked.

Click ‘Save’ to start defining conditions inside the branching rule.

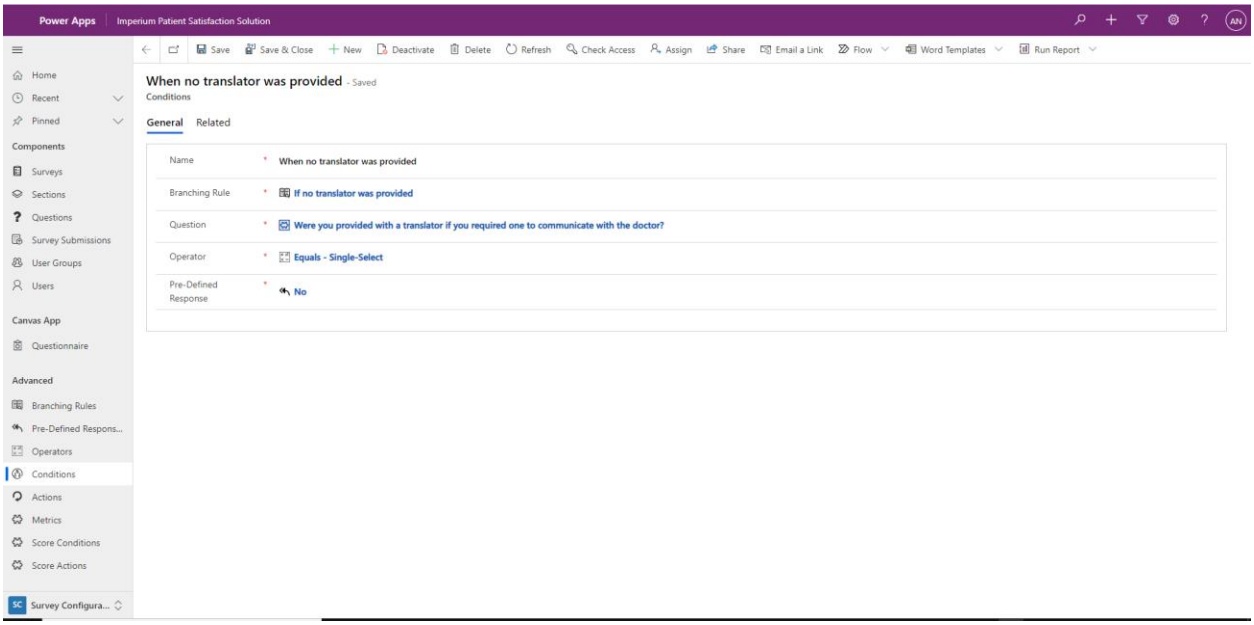


Conditions:

The grid view for conditions is right below the main branching rule form. Create conditions based on the responses of the patient. Click ellipsis, click ‘+ New Condition’. A quick create form for conditions appear, with the following form fields:

- Name: This is a required field. Give a name to the condition.
- Branching Rule: This is a required field. The Branching Rule is defaulted and locked.
- Question: This is a required field. Associate the Question from the lookup records option.
- Operator: Lookup the relevant Operator as this is the base of the condition.
- Pre-Defined Response: If the answer to the question should be compared with the pre-defined response, then select the pre-defined response from the lookup records.
- Response Value: If the answer to the question should be compared with a custom response, then enter a value in the field.

Click ‘Save and Close’ to save and close the quickly create form changes successfully. A condition is now associated with the branching rule. To define an action based on the condition, move downwards, into the Actions grid view.

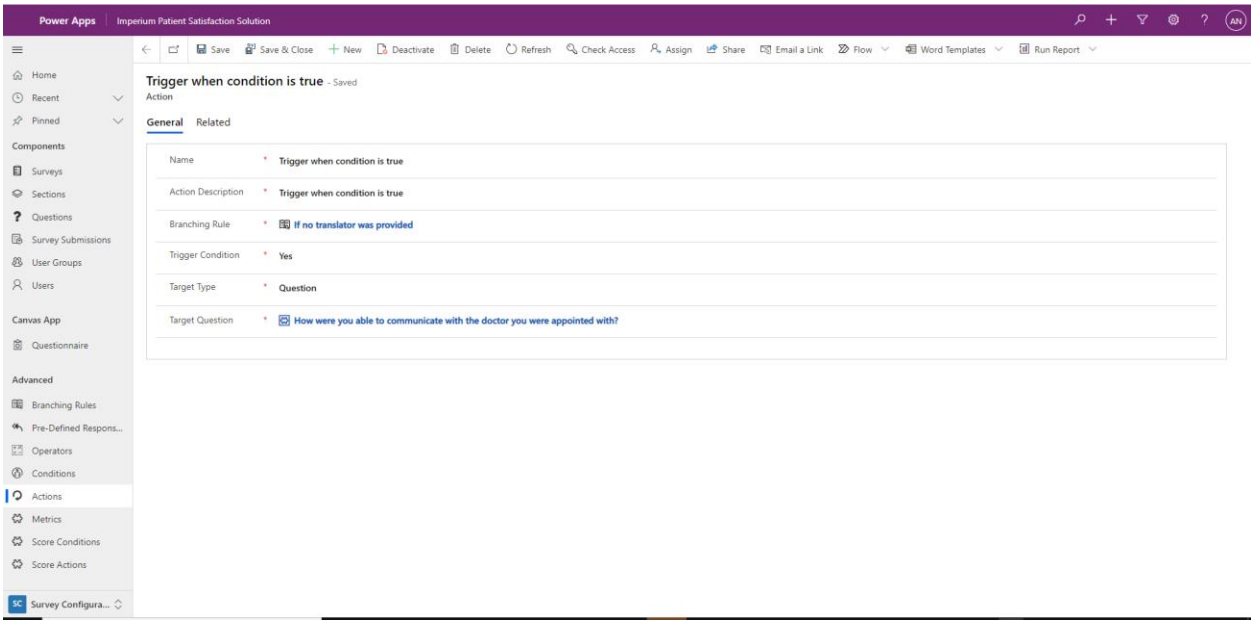


Actions:

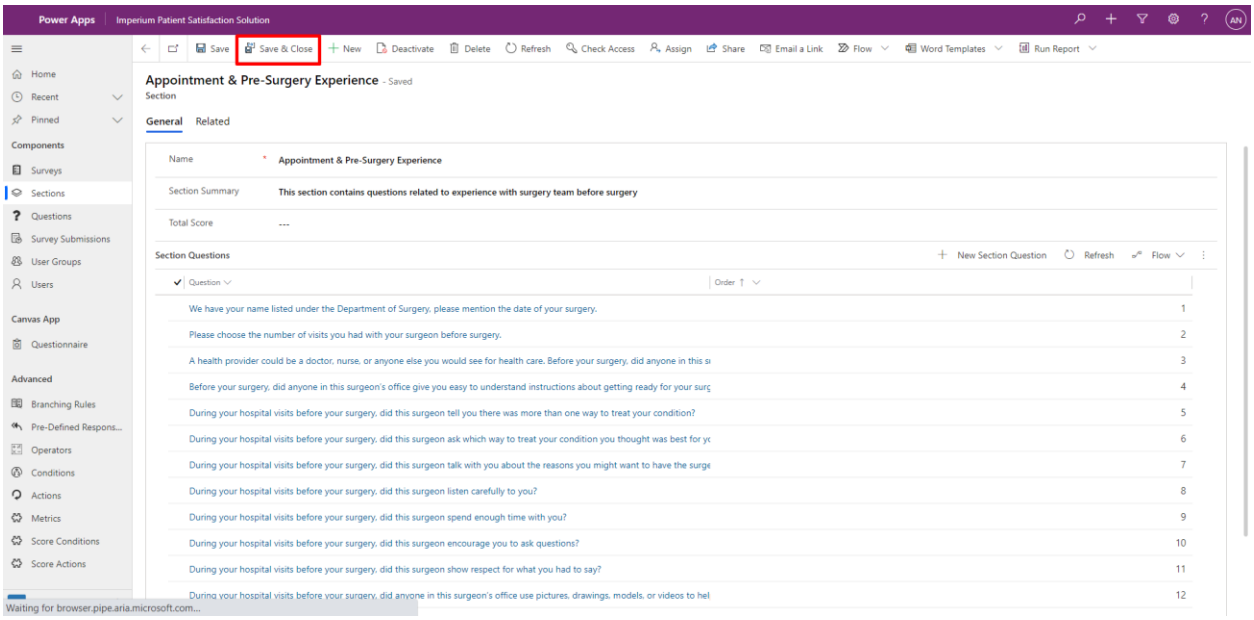
To create an action against a condition, click '+ New action', a quick create form appears with multiple form fields:

- Name: This is a required field. Define a name for the action.
- Branching rule: This is a required field. The field is defaulted with the branching rule and locked.
- Action description: This is a required field. Describe the action so it is easy to understand the performance and execution details.
- Trigger Condition: This is a required field.
    - Select **Yes** to trigger the condition based on the branching rule and associated condition.
    - Select **No** to trigger the condition based on the branching rule and associated condition.
- Target Type: This is a required field. The condition applied on the question needs a next step defined. The target type has four entities, which determine the next entity the action takes a patient to. The patient attempting the survey will be redirected to any one of the options configured for the question. Once the target type section is completed, the patient is redirected to the next question of the section.
    - Section: For the patient to land on a new section when the condition is met, select Section. A new form field will appear to select the section from the lookup record.
    - Survey: For the patient to land on a new survey when the condition is met, select Survey, where a new form field appears to select the survey from the lookup record.
    - End of Survey: For the patient to end the survey if the condition matches the response, select End of Survey.
    - Target URL: Select this option if you want to send a URL to the patient when the condition matches the response. Paste the URL in Target URL.

Click ‘Save & Close’ on the quick create a form to save changes.

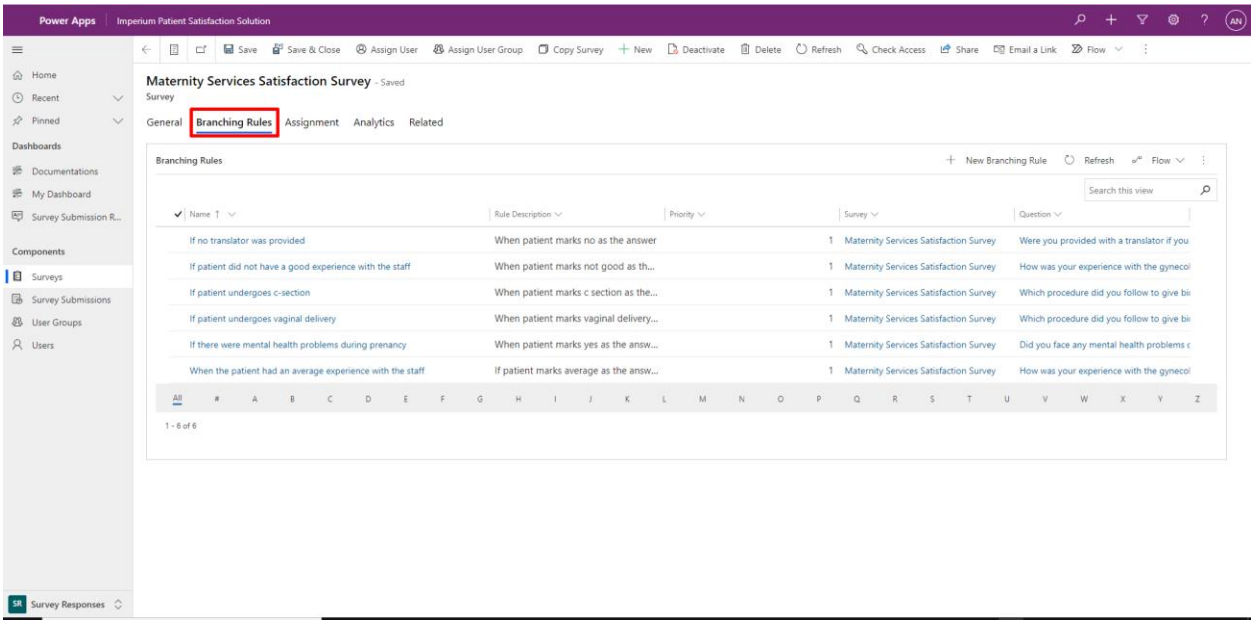


Click ‘Save & Close’ to save all the configurations applied to the question. The question page with the question title appears on the screen. Click ‘Save & Close’ to save changes. The section page with the section title appears on the screen. Click ‘Save & Close’ to save changes. The Survey page with the Survey title appears on the screen.



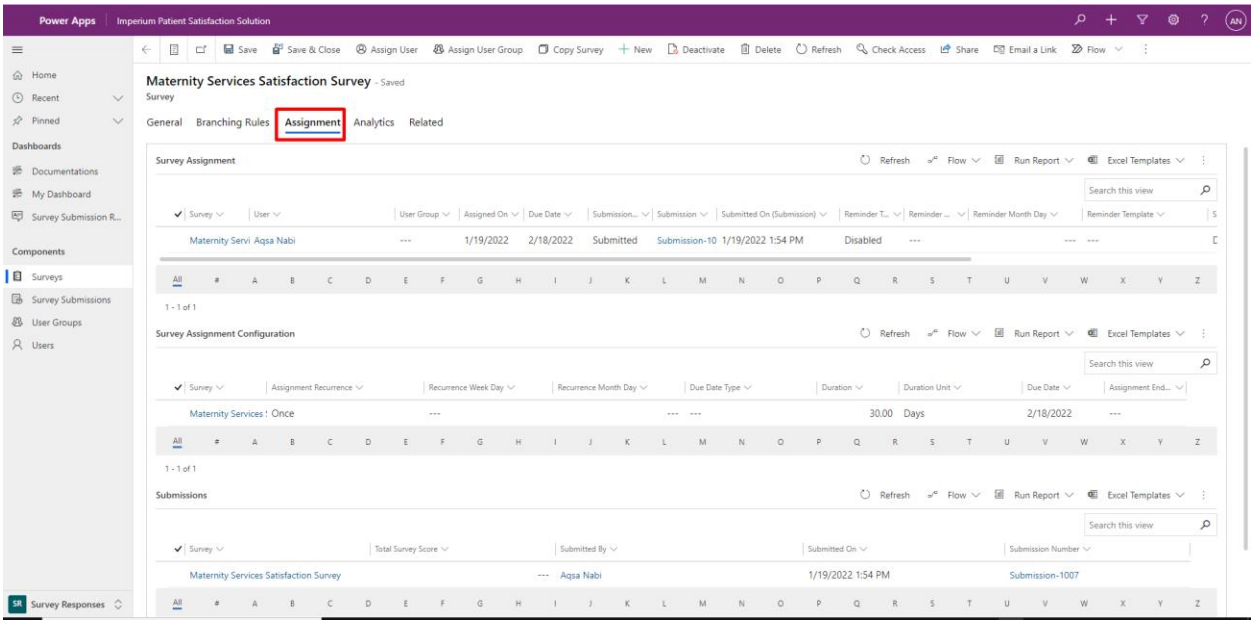
Branching Rules:

Inside the Branching Rule tab on the main Survey, A grid view defines conditions and actions listed too, from where admins can navigate inside condition or action to make required changes.



Assignment:

To view certain Assignments configured on the Survey, click on a Survey, navigate to the 'Assignment' tab, where multiple grids are established, each defining a different set of information related to Survey Assignment and User Submissions.



Analytics:

The Average Score of the Survey is stored in the Analytics tab. The form has three main locked fields, each representing a different set of data.

- Total Submitted Survey: Locked field. Represents the number of times Survey is assigned to a user.
- Total Calculated Score: Locked field. Represents the total calculated score from the Canvas Application, summation of each user's score.
- Survey Average Score: Locked field. Average Score, based on total submissions and total score.

Scoring:

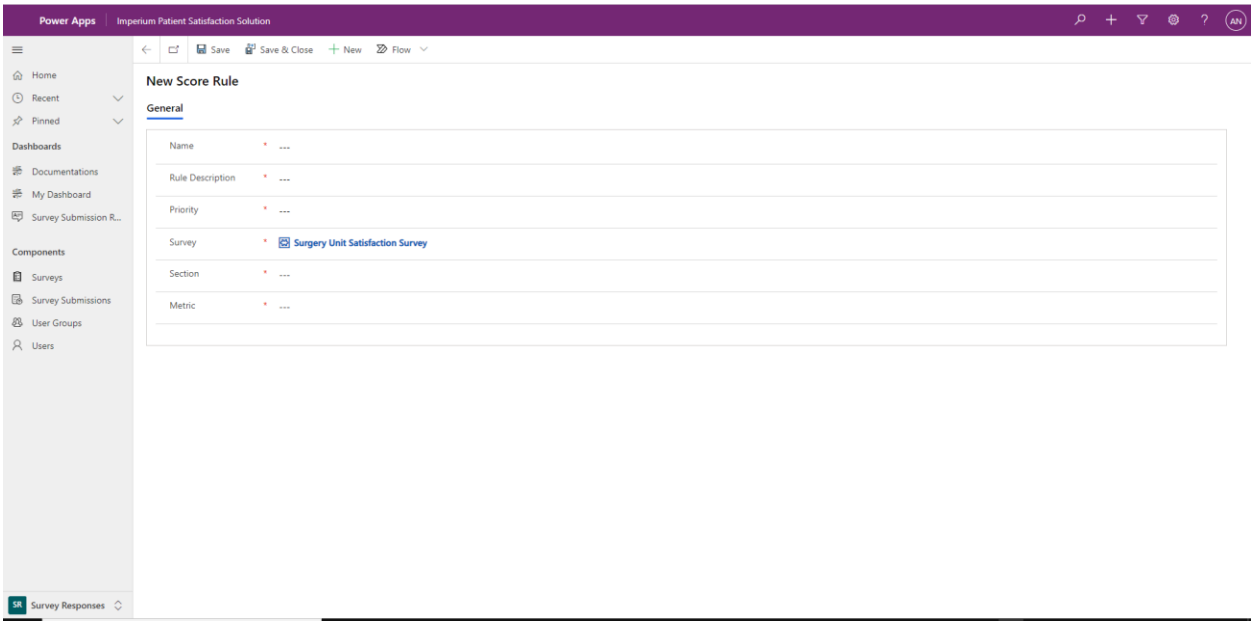
Define Score Rules based on responses received from each submission and configure rules with certain actions. The main Survey form has a sub-grid with a list of applied rules on the Survey Sections. Make sure to not set the 'Target Type: Survey' in Action configuration settings, as the Score that should display at the end of the Survey, would display in between of the survey.

Select '+New Score Rule'. Admin is navigated to a new Main form, with the following form fields:

- Name: This is a required field. Give a name to the Rule.
- Rule Description: This is a required field. Describe the Rule's purpose.
- Priority: This is a required field. Prioritize Rule by giving a number.
- Survey: This is a required field. The Survey is pre-selected.
- Section: This is a required field. Select the target Section on which the Score Rule should apply.
- Metric: This is a required field. Select Metric from the Lookup field or create one from the quick create form. The main purpose of associating Score Rules with Metrics is to group rules based on an attribute. Admin can create multiple Score Rules based on one Metric, for example:
    - Create a rule if the patient's score is lower than the custom score.
    - Create a rule if the patient's score is higher than the custom score.
    - Create a rule if the patient's score is equal to the custom score.

  Similarly, Admin can create more rules and use a distinct Metric. Both Metrics have a separate set of rules for the same Survey, which allows the system to verify conditions of a set of Score Rules based on individual Metrics and execute multiple Score Actions.

Save and close to save changes.



Navigate in the Rule from the Score Rules Sub-grid, and create a Condition based on which action should be executed.
Click 'New Score Condition' from the sub-grid, which navigates the Admin to a Quick Create form.

- Name: This is a required field. Give a name to the Condition.
- Score Rule: This is a required field. The Score Rule defaults.
- Section: This is a required field. Select the target Section on which the Score Rule should apply.
- Operator: This is a required field. Select the operator type to perform a comparison with.
- Custom Score: This is a required field. Give the score in a numeric form to compare the patient's score with.

Save and close to save changes.

Navigate to the Score Actions sub-grid and create an Action, which uses the related condition.
Click '+New Score Action' from the Score Actions sub-grid, which navigates to a quick create form.

- Name: This is the required field. Give a name to the Score Action.
- Action Description: This is a required field. Describe the Action.
- Score Rule: This is a required field. The Score Rule will default in the form.
- Trigger Condition: This is a required field. Set the option to Yes or No.
- Display String: This is a required field. Input the text which should be displayed on the Canvas app once the patient submits the Survey.

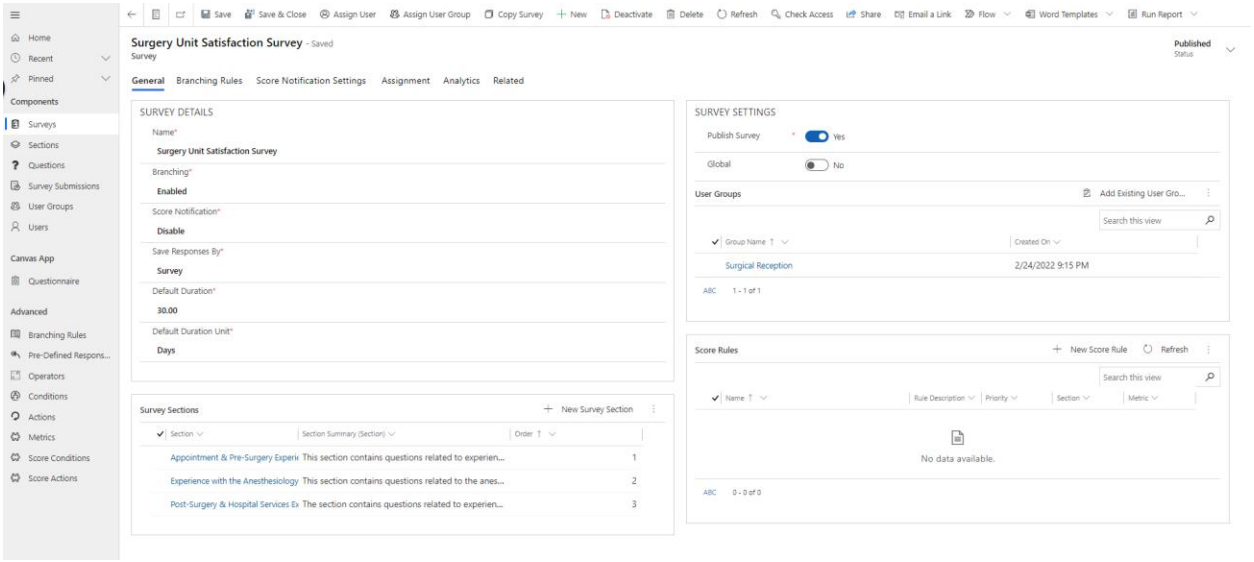
Save and close the form to save changes.

The Rule will be applied to the selected Section and compare results with the one input in the condition form. The system checks the fulfilled condition and displays the text in the Canvas application.

Publish Surveys for Departments and Create Assignment for Users/User Groups

Admins can publish Patient Satisfaction Surveys to the hospital departments or create assignments for a specific user or user group. In the Admin Configuration, go to the App Settings > Main App Settings, and turn 'ON' the Publish App toggle to enable the public view of the published surveys.

On the main Survey form, in the 'Survey Settings' section, enable the 'Publish Survey' toggle. The system unhides two more options when the toggle is turned on – Global and User Groups. Turn on the toggle for the 'Global' option –to set the Survey public for all the system users. To publish the survey for a few users only, set the toggle off for the 'Global' option, and add user groups (with the users in them) in the sub grid below. Turning off the Global toggle and adding user groups in the subgrid will publish the survey for only those users who are added to the user groups.

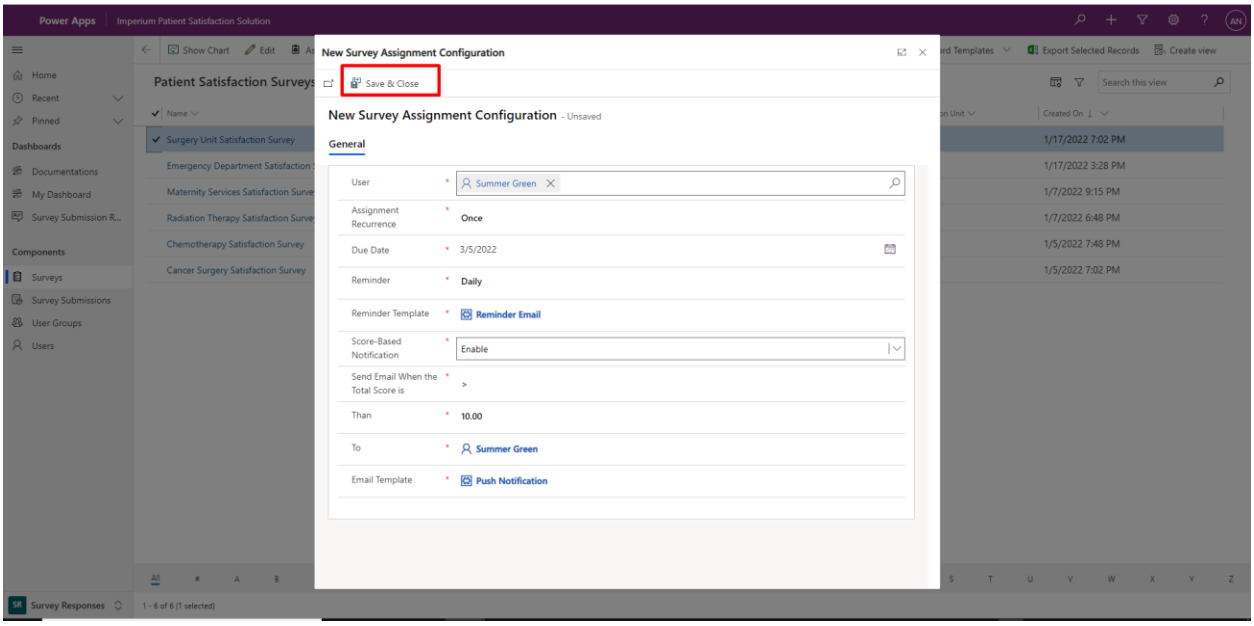


To assign surveys to users, navigate in the 'Users' view, single select/multiselect users and click on Survey: This is a required field. Lookup the survey you want to assign to the user.

- Assignment Recurrence: This is a required field. There are several options available to assign recurrence to the survey assignment.
    - Once: Select once if you want to assign the survey one time only.
        - Due Date: This is a required field. Define the due date for the survey.
    - Daily: Select daily if you want to assign the survey to the user daily.
        - Due Date: This is a required field. The default duration of the survey is displayed but can be changed as well.
        - Due Date Unit: This is a required field. The default duration unit of the survey is displayed but can be changed as well.
        - Assignment End Date Limit: This is a required field. Define the end date of the recurrence for the survey.
    - Weekly: Select weekly if you want to assign the survey to the user(s) on one day of each week.

        - Assignment Weekday: Define the day of the week when the survey should be assigned.
        - Due Date Duration: This is a required field. The default duration of the survey is displayed but can be changed as well.
        - Due Date Duration Unit: This is a required field. The default duration unit of the survey is displayed but can be changed as well.
        - Assignment End Date Limit: This is a required field. Define the end date of the recurrence for the survey.
    - Monthly: Select monthly if you want to assign the survey to the user(s) on one day of each month.
        - Assignment Month Day: Define the day of the month when the survey should be assigned.
        - Due Date Duration: This is a required field. The default duration of the survey is displayed but can be changed as well.
        - Due Date Duration Unit: This is a required field. The default duration unit of the survey is displayed but can be changed as well.
        - Assignment End Date Limit: This is a required field. Define the end date of the recurrence for the survey.
- Reminder: This is a required field. There are multiple options available, which can be selected based on the templates available and the type of recurrence selected. The reminders stop when the survey status changes from pending to submitted.
    - Disabled: Choose disabled to not send any type of reminder to the patient(s).
    - Daily: Choose daily to send a reminder daily.
        - Reminder template: Look up a relevant template existing inside the template notification settings.
    - Weekly: Choose weekly to send reminders one day of every week.
        - Reminder Weekday: Choose the day of the week to send the reminder.
        - Reminder Template: Select a relevant template from the lookup of existing notification templates.
    - Monthly: Choose monthly to send reminders for one date of every month.
        - Reminder Month Day: Select the date of the month on which reminder should be sent every month.
        - Reminder Template: Select a relevant template from the lookup of existing notification templates.

Surveys can also be assigned to the User or User Group from a Survey. Navigate in a Survey from the Survey view, click on 'Assign User', Assignment Form will pop up with pre-selected Survey. Fill in the form fields such as User/User Group, Assignment Recurrence, Reminder details, Score-based Notifications. Save & Close the form for the changes to take effect as defined.



View Assignment Details

In the Survey Configuration Area, navigate to a user from the Users List view where multiple tabs are configured to view the Survey status assigned to the selected User.

- Summary: Basic contact information including email address, contact numbers, address details, etc.
- Details: The tab has two main cards displaying secondary contact information and details.
- Administration: Displays the access level assigned to the user.
- User Group: The user group details if the user is added to any user group.
- Survey Status: An insight to view the status of all the assigned surveys with the creation and due date.
    - Pending: If the survey is assigned and has not been submitted by the user then the status is displayed as Pending.
    - In-progress: If the survey is assigned and the patient is currently answering the survey questions then the status is displayed as In-Progress.
    - Submitted: If the survey is assigned and the user has submitted the survey then the survey is displayed as Submitted.

Admins can also view the Submissions of each survey by navigating to their Submission Number from the Submission column. The page redirects and displays a section with the survey and respondent details. A grid view below the section shows the response against each question of the survey.

Assign From User Groups View:

Select an existing group from the 'User Groups' view or create user groups consisting of users to easily assign surveys to multiple users at once. Apply settings of survey recurrence, survey due date, and reminder occurrence to a group of users. To create a group, navigate into the User Group entity.

- Click + New on the top left pane
- New User Group form appears with field
    - Name: This is a required field. Give a name to the user group.

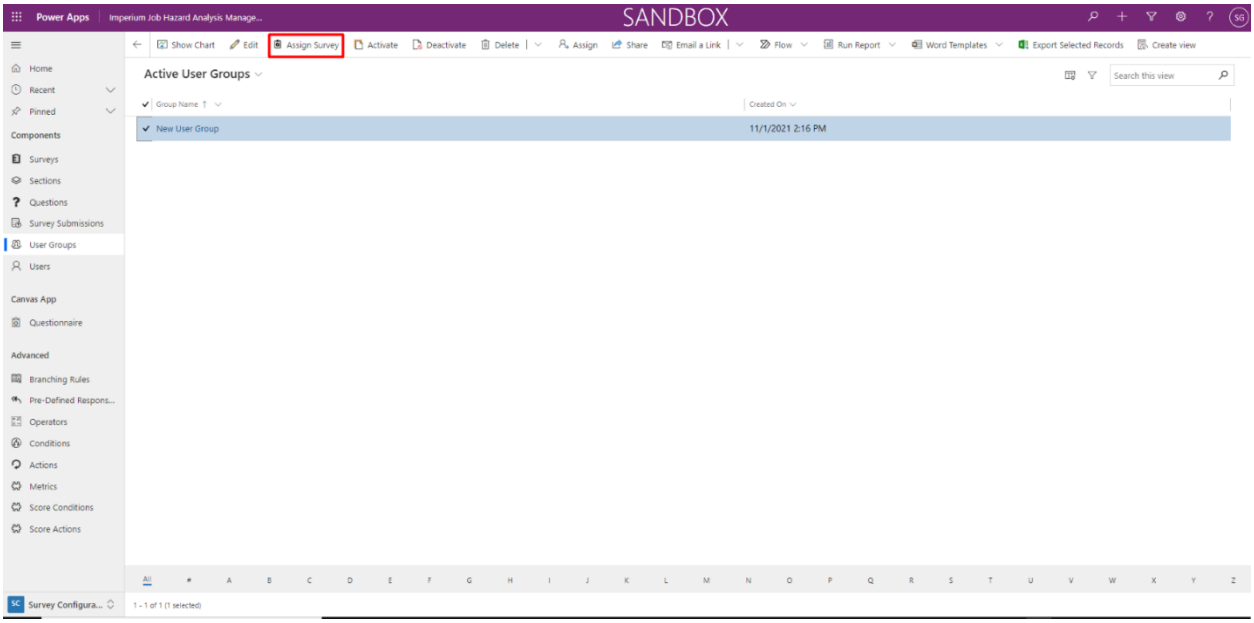
  Click save to add users to the user group.

A grid in the same tab with the title 'Users' appears where multiple users can be added to form a group.

- Click on 'Add Existing Users.'
- Select users from the Lookup records table.

Surveys can be assigned to user groups from a Survey as well. Select a Survey from the Survey view, select a user group, fill in the form fields such as Assignment Recurrence, Reminder details. Save & Close the form for the changes to take effect as defined.

Surveys can also be assigned to user groups from a Survey. Navigate in a Survey from the Survey view, click on 'Assign User Group', Assignment Form will pop-up with pre-selected Survey. Fill the form fields such as Assignment Recurrence, Reminder details. Save & Close the form for the changes to take effect as defined.



Admin Configuration

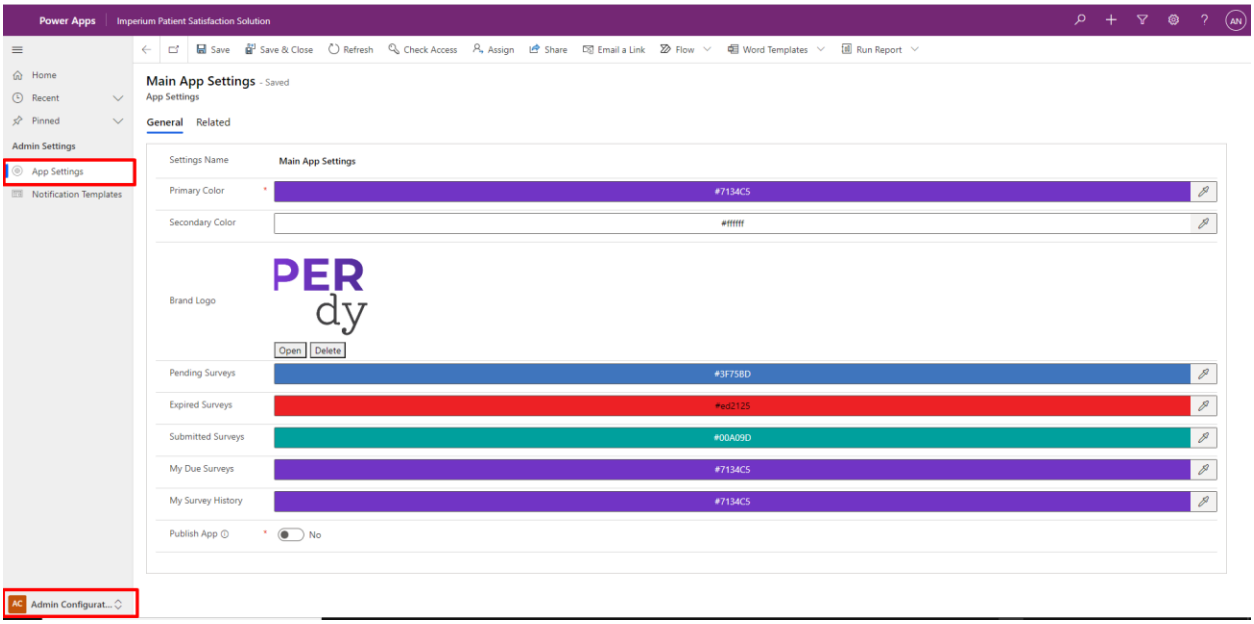
Admin Settings:

Admin can configure color settings and save notification templates for the application from this Area.

App Settings:

The main application settings exist inside the admin configuration panel where to customize the color and picture of the application as per the hospital branding.

- Primary Color: This is a required field. Define the prime color of the application. Set a color that matches the brand.
- Secondary Color: This is not a required field. The application's design specifies a secondary color, Define the color for the rest of the area as per choice.
- Brand logo: This is not a required field. Change the brand logo to add the organization's logo.
- Pending Surveys: This is not a required field. Change the Pending Survey tile color on the Canvas App as per choice. The color indicates that the Survey is due, where Submission Status is Pending from the user-end.
- Expired Surveys: This is not a required field. Change the Expired Surveys tile color on the Canvas App as per choice. The color indicates that the Survey is expired, where Submission Status is Pending from the user-end as the due date is crossed.
- Submitted Surveys: This is not a required field. Change the Submitted Surveys tile color on the Canvas App as per choice. The color indicates that the Survey is completed, where Submission Status is Submitted from the user-end.
- My Pending Survey - Tile: This is not a required field. Change the Due Survey main tile color on the Canvas App as per choice.
- My Survey History - Tile: This is not a required field. Change the Survey History main tile color on the Canvas App as per choice.

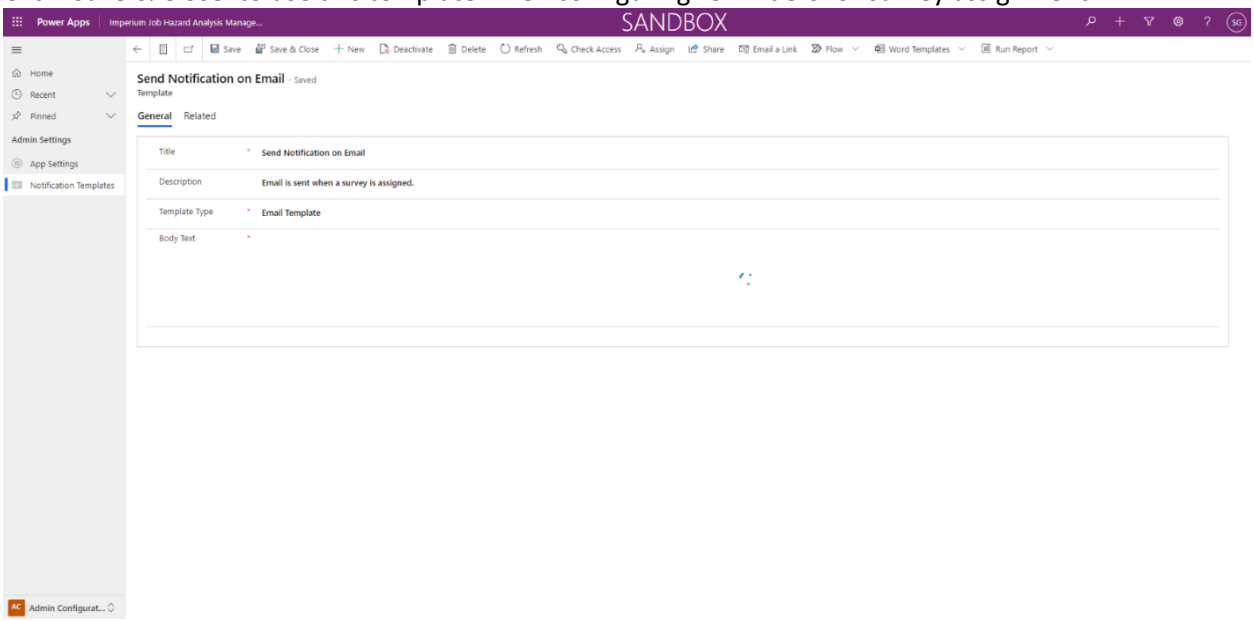


Notification Templates:

Define notification templates based on the recurrence level. Click + New to create a new template:

- Title: This is a required field. Give a name to the template.
- Template Type: This is a required field. Select the type of template.
- Description: This is not a required field. Give a description for the template.
- Body Text: This is a required field. Enter context for your template. There are proper formatting options available for the template content.

Click 'Save & Close' to use this template when configuring reminders for survey assignment.



Survey Responses

Dashboards:

The Sub-area has 3 main dashboards, for Admin to monitor real-time data.

Documentation:

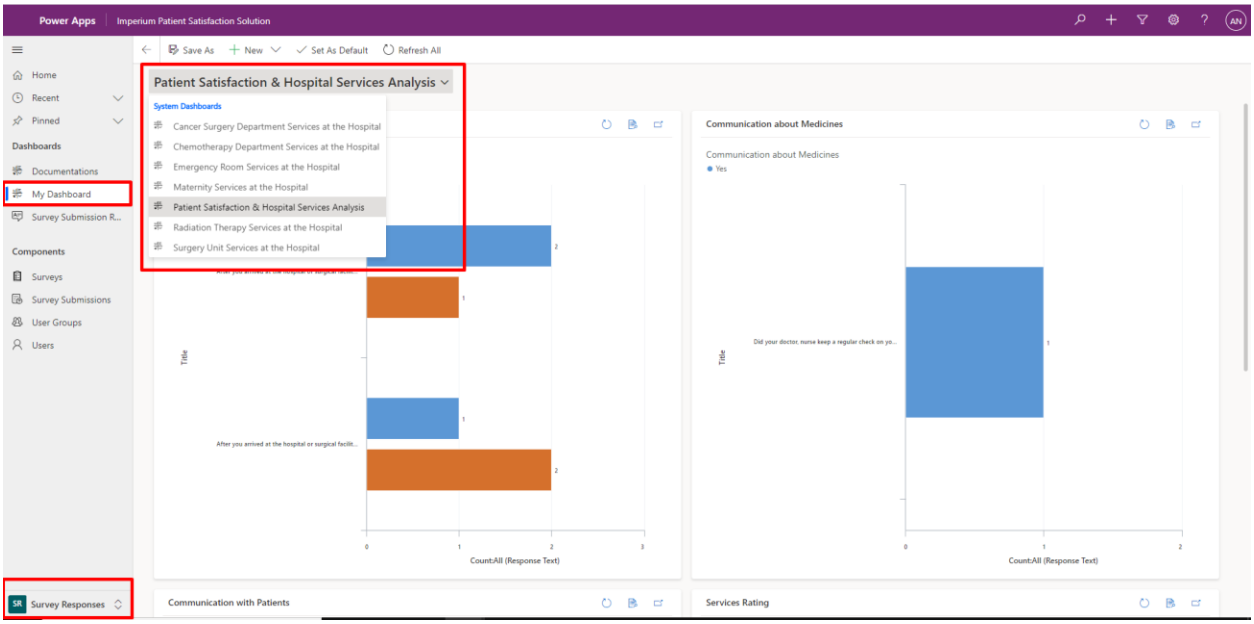
The documentation dashboard has the knowledge base article for the Application with detailed steps mentioned for Survey Configuration and reviewing submission data.

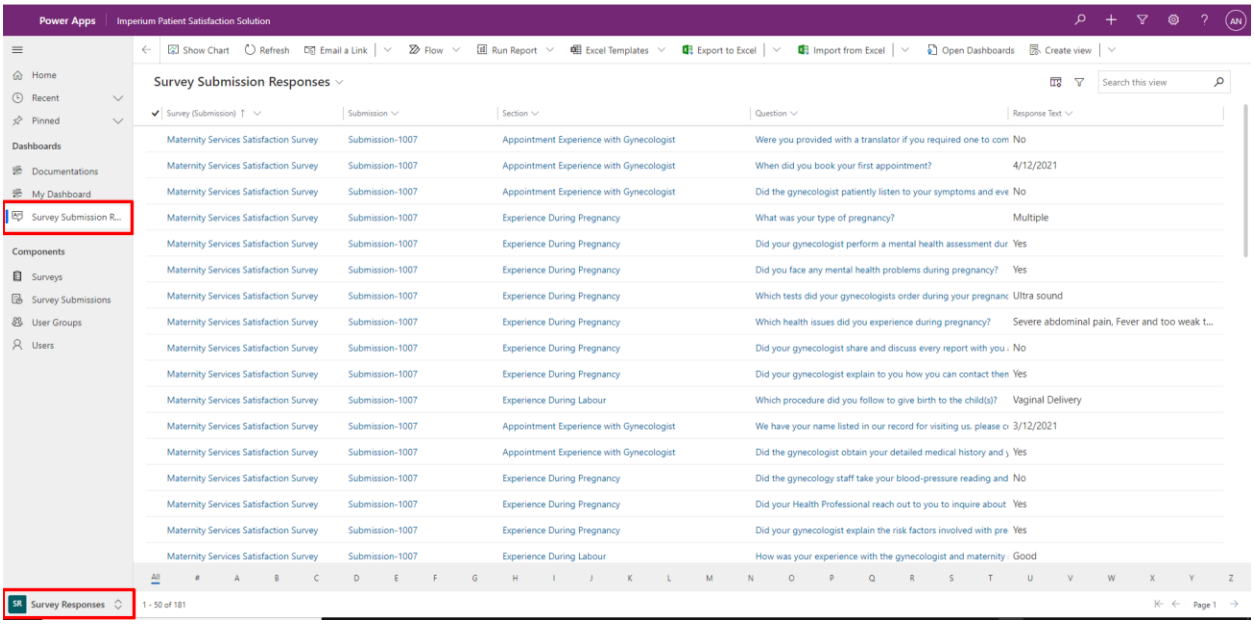
My Dashboard:

The dashboard has a graphical representation of the Submissions made by patients.

- Patient Satisfaction & Hospital Services Analysis: A generic dashboard representing a few charts that are based on the KPIs defined by HCAHPS – Communication with the patients about their medicines, staff responsiveness, the interaction of the staff with patients, and the overall rating given by patients.
  There are six other dashboards as mentioned below, with an overview of the treatment provided by the doctors, communication-related to the medicines, and the rating given by the patients.
  - Cancer Surgery Department Services at the Hospital
  - Surgery Unit Services at the Hospital
  - Chemotherapy Services at the Hospital
  - Radiation Therapy Services at the Hospital
  - Emergency Room Services at the Hospital
  - Maternity Services at the Hospital

Admin can analyze responses against every question, responses based on Individual Sections and Questions.



Survey Submission Responses:

A list view representing responses for every question based on the selected Survey and Section. Admin can apply filters to view responses for different Surveys, Sections and Questions.