



North Carolina
Community Health Center Association

NCCHCA partners with Feedtrail

Feedtrail's patient experience platform takes feedback collected from patients and **identifies real-time insights** so your team can make sure every patient leaves satisfied and comes back for future care

- Feedtrail's real-time patient experience tool was designed specifically for FQHCs. We are headquartered in Raleigh, NC and **have partnered with the NCCHCA GPO to make a positive impact on your patient experience** while making it significantly faster and easier for your organization to meet HRSA's reporting requirements
- All **NCCHCA members receive discounted pricing** and can roll out Feedtrail's platform in as little as two weeks system-wide

NCCHCA members ALREADY using Feedtrail



I would recommend Feedtrail to everybody, especially FQHCs. **It has quadrupled our response rate to feedback**, giving us a significant enough sample to really **make impactful changes**, cut weeks off of the time required to report on patient feedback data, and allowed us to actually **respond to patients as soon as they have any issues**

Katherine Mabe

Director of Quality
West Caldwell Health Council, Inc

Benefits these organizations are seeing

Savings

Saving thousands of dollars monthly in retained patients through the use of service recovery.

Increase in feedback volume

+400% increase in patient and employee feedback volume

Effective Service Recovery

Recovering negative experiences within 20 hours or less on average

Increase NPS

Average of at least a **12% increase** in patient's "likelihood to recommend" (NPS) their organization to friends and family



We have been impressed with our experience using Feedtrail from the start, especially with **how simple and effective the implementation process was**. Feedtrail now helps to **save us HOURS of time on board reporting** and even helps us increase our employee engagement too by sharing positive feedback on a regular basis

Danielle Cole

Chief Financial Officer
Triad Adult & Pediatric Medicine

How NCCHCA members are currently using Feedtrail



Different questions for different care settings

I.e. Behavioral health vs. dental vs. primary care



Satisfy HRSA reporting requirements

We also meet PCMH requirements. Can pull and report data in real-time



Instant feedback/service recovery

If a patient has an issue, key staff will be notified immediately



Location and provider specific

Patients can easily provide feedback related to the specific provider they saw and what location they attended. Allows for internal benchmarking/coaching opportunities



Employee Feedback

Learning how doctors, nurses and staff are feeling allows for positive organizational changes



Online reputation management

Get more 5 star reviews, improve likelihood to recommend (NPS), improve website traffic, etc.

GET IN TOUCH

