

F Consulting

Research Period: 12 Days

TECHNOLOGY AT XYZ HOSPITAL: RESULTS & RECOMMENDATIONS

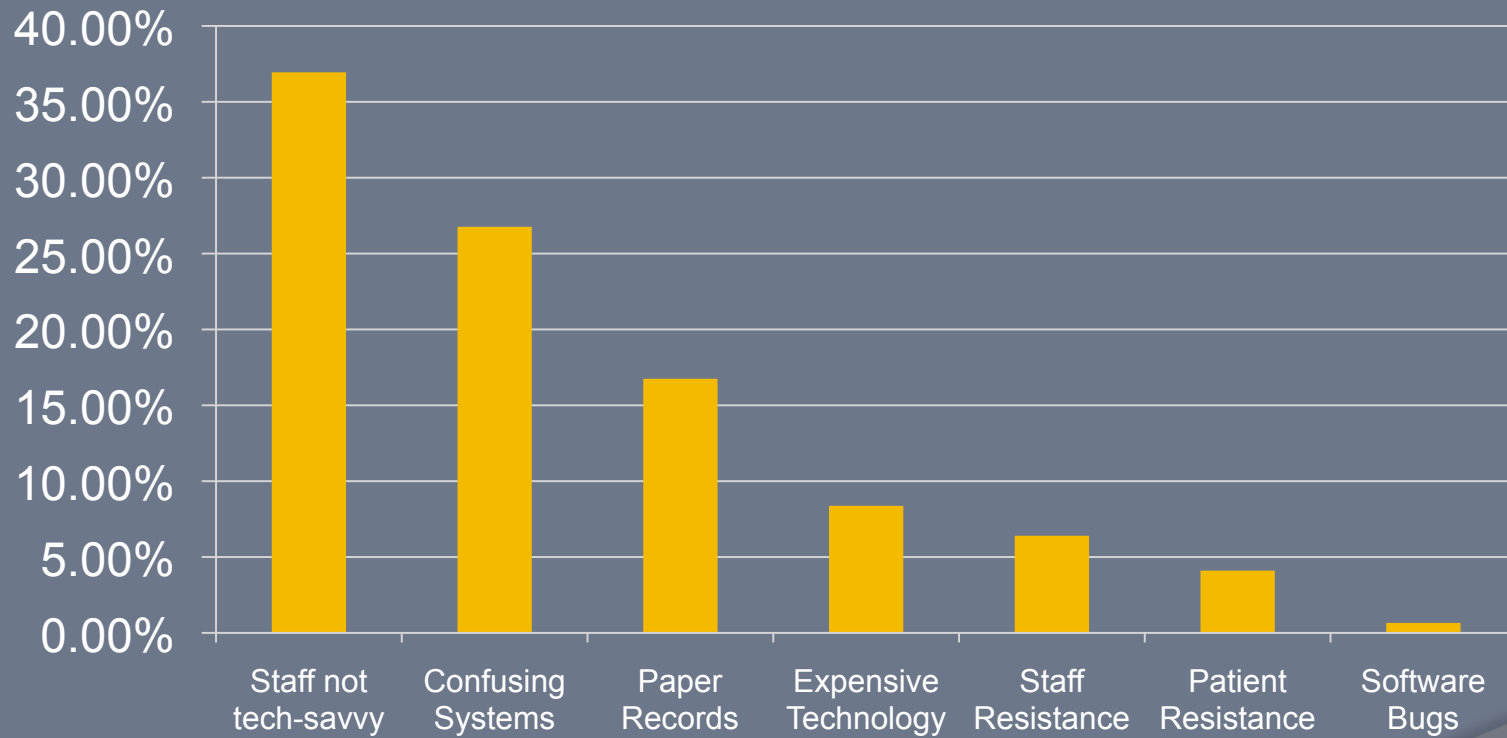
Overview

- ◎ XYZ Hospital lacks technology
 - Legacy technology in use now
 - Not up to industry standards
- ◎ 9 days of research – results
 - Staff opinions: interviews
 - Patient opinions: survey
- ◎ Recommended Actions

Interview Results: Overview

- Staff do not value technology or know how to use it
- Current technology makes communication difficult
- Medical records should be converted to electronic format

Interview Results: Biggest Problems

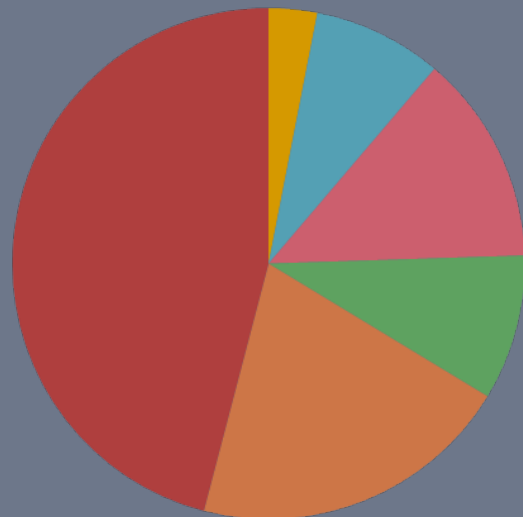


Survey Results: Overview

- Survey may have some bias
- Patients don't really value technology
- Patients who value technology have probably already left for other hospitals
- Some patients interact with technology often during their stay at the hospital

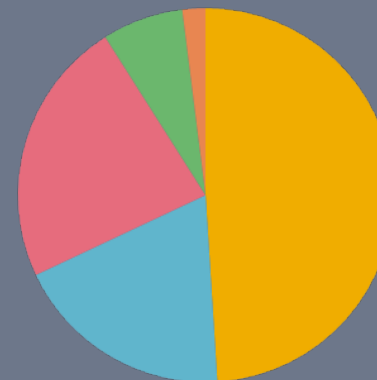
Survey Results: Charts

How long have you been a patient?



■ < 1 year ■ 1 - 2 years
■ 2 - 3 years ■ 3 - 4 years
■ 4 - 5 years ■ 5+ years

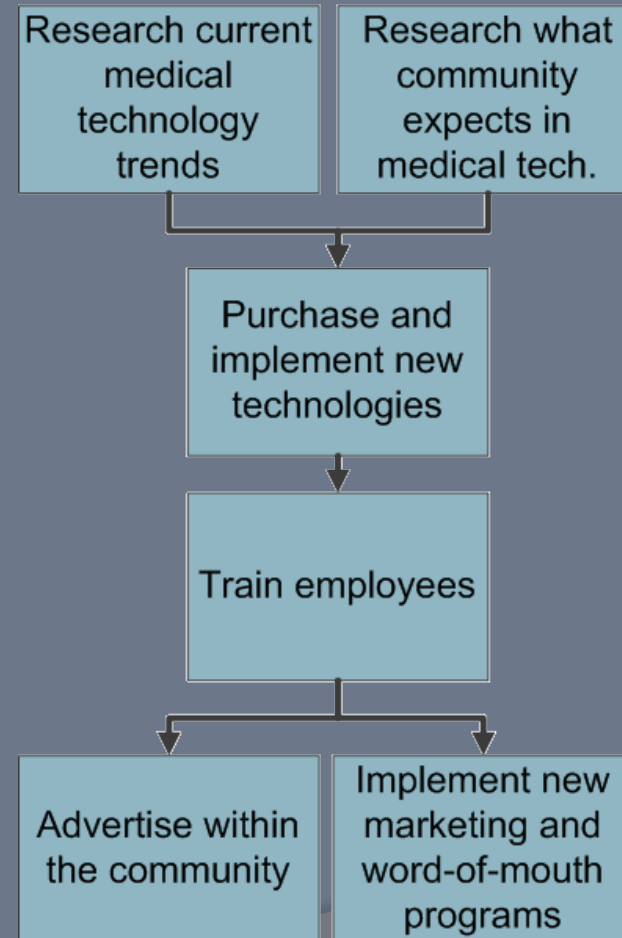
How important is technology?



■ Very Unimportant
■ Unimportant
■ Neutral
■ Important
■ Very important

Recommendations

- Continue researching
- Implement new technologies
- Train employees
- Advertise and encourage word-of-mouth marketing



Are there any questions?