Saama Patient Experience Insights

Saama’s comprehensive, big data solution for healthcare providers identifies priority patient concerns, produces key strategic insights, and delivers optimal strategies for each hospital’s unique demographic base. As a result, healthcare organizations will realize improved patient care experience and increased Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) scores, leading to higher financial reimbursements.

- Merges comprehensive healthcare data from internal and external, structured and unstructured sources, including CMS/HCAHPS, call center notes, social media, and internal surveys
- Draws actionable insights, through data science, from any healthcare data set

Customized, Intuitive Dashboards – Powerful Data Architecture

- Visual Fluid Analytics Engine drives the development of key strategic insights
- Intelligent information gathering within powerful cloud-based data model
- Deploying best-of-breed technologies at each layer, leveraging your existing business intelligence architecture

Thought Leaders in Patient Experience Insights, Big Data Intelligence, and Data Architecture

Building upon its powerful Saama Fluid Analytics Engine™, Saama’s consultants use industry-leading big data analytics, natural language processing (NLP), and scoring algorithms to customize an innovative Patient Experience Insights to improve the patient care.

- Develop valuable key strategic insights and best practices
- Leverage Saama’s proprietary Patient Care Value Chain Framework
- Analyze competitive benchmarks and healthcare issues
Patient Experience Insights and Analytics Expertise

Patient Experience Insights analysis identifies ‘trigger’ situations for healthcare organizations to improve key patient care issues for foundational improvement.

Saama Patient Experience Insights Solution leverages traditional government and internal hospital data sets with social media and industry best practices to effectively identify weaknesses and key opportunities for improving patient care.

Saama Patient Experience Insights - Value

- Correlate key insights from internal / external sources
- Holistic view of patient voice

Saama Patient Experience Insights - How it Works

- Connectors to 500+ External Sources
- Patient Experience Insights Models
- Advanced Visualizations

Business Consulting
- Strategic Insights
- Recommendations
- Process Changes
- Best Practices
In Depth Patient Experience Insights Solution

Deeper Insights through Advanced Analytics

By leveraging all the Solution components and numerous customizable dashboards, healthcare organizations can evaluate and optimize new patient care strategies.

• Our solution allows users to do a deep drill down analysis of all the complex data sets
• The NLP and scoring algorithms through automatic learning procedures power our machine generated topic analysis
• Through our data science, we develop powerful insights to prioritize our strategies
• With our industry-leading best practices, clients can leverage successful and proven initiatives

The Patient Experience Insights Solution supported by the Saama Consulting Team gives teams the deeper, more distinctive, and actionable key insights to develop and execute winning patient engagement strategies.

Social Media & Marketing Analytics
Provides a unique patient voice perspective on top of Twitter trend analysis

Hospital Competitive Analysis
Incorporates competitive analysis to identify weaknesses and opportunities for improvement
Our industry-proven, reusable Fluid Analytics Engine provides companies with a time-to-market advantage by solving specific analytics based business problems with minimal customization.

The Data Science Difference – Saama’s team of data scientists brings data-driven insights to the business problem with the help of predictive modeling – by mapping the data to the proven statistical & mathematical algorithms.