



# Transforming Healthcare Service Quality with JabFab MomentXM

## Introduction:

In today's rapidly evolving healthcare landscape, patient experience and service quality are paramount to the success of any hospital. Traditional survey methodologies, such as HCAHPS and CGCAHPS, while valuable, only provide retrospective views of patient experiences. To truly modernize service quality and improve patient satisfaction, hospitals need a dynamic, real-time feedback system like JabFab MomentXM. This positioning paper aims to demonstrate how JabFab MomentXM can revolutionize service quality in hospitals and complement existing survey programs like HCAHPS, CGCAHPS, and NPS by providing timely insights and actionable data.

## I. The Need for Real-Time Feedback and Intervention:

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JabFab MomentXM introduces a paradigm shift in the way hospitals approach patient experience management. By capturing feedback in the moment, frontline service leaders can intervene promptly when issues arise. Our data shows that 63% or more of negative situations can be neutralized and turned around when immediate action is taken. With JabFab MomentXM, hospitals can proactively address concerns, prevent escalations, and enhance the overall patient experience.

## II. Enhancing CAHPS Scores:

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By using JabFab MomentXM alongside traditional survey programs like HCAHPS and CGCAHPS, hospitals can achieve a significant impact on CAHPS scores. By identifying and addressing service gaps in real time, patient satisfaction improves, resulting in higher CAHPS scores during later surveys. With JabFab MomentXM's actionable data and analytics, hospitals can focus on targeted improvements, leading to better patient outcomes and increased reimbursement under the value-based care model.

## III. Empowering Frontline Staff:

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Our platform not only benefits patients but also empowers frontline staff, including nurses and patient services staff. By providing them with real-time feedback and clear directions, JabFab MomentXM optimizes their time and reduces burnout. Staff are informed, empowered, and pointed to exactly where they need to be, resulting in a more efficient and positive work environment.

#### **IV. A Comprehensive Approach to Patient Experience Management:**

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JabFab MomentXM offers a holistic approach to patient experience management, complementing the insights obtained from retrospective surveys. By capturing feedback at multiple touchpoints throughout the patient journey, hospitals gain a complete understanding of their service quality. Our hyper-local management feature enables hospitals to track experiences at specific locations, fostering a consistent and excellent patient experience across the entire facility.

#### **V. Leveraging NPS Programs for Holistic Insights:**

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While NPS programs provide valuable insights into customer loyalty, JabFab MomentXM takes it a step further by combining NPS-like feedback with real-time operational data. This integration empowers hospitals to understand the drivers of loyalty and make operational improvements to drive customer satisfaction.

**JabFab MomentXM is a transformative tool that modernizes service quality in hospitals. By providing real-time insights and actionable data, our platform allows hospitals to intervene in the moment, leading to improved patient satisfaction, higher CAHPS scores, and more efficient frontline staff. As hospitals embrace value-based care and seek to enhance the patient experience, JabFab MomentXM is the missing piece of the puzzle. Together with traditional survey programs like HCAHPS and CGCAHPS, as well as NPS programs, JabFab MomentXM empowers hospitals to elevate service quality and deliver exceptional patient experiences.**

[Contact us](#) today to learn more about how JabFab MomentXM can revolutionize your hospital's patient experience and drive positive outcomes for your organization and patients alike. Modernize your approach to service quality with JabFab MomentXM and experience the transformative power of real-time feedback and intervention.

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