



“JabFab provides the data needed to make operational changes and serves as a tool to recognize staff for creating **positive experiences**. It also allows us to act on patient feedback in real-time.”

Karen Alcorn – Vice President, Public Affairs and Marketing

ABOUT MEDSTAR GEORGETOWN UNIVERSITY HOSPITAL

MedStar Georgetown University Hospital is an acute-care teaching and research hospital in Washington D.C.



Scope of real-time patient experience management capability



364

Staff armed with real time point-of-care feedback



460+

Location specific feedback points across 30+ practices

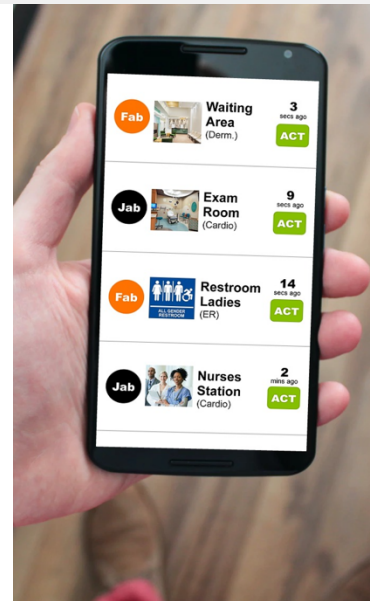


10,800

Experience events captured from patients during appointments

MedStar Georgetown uses JabFab to help optimize the patient experience in real-time, across a multi-practice outpatient organization.

- With JabFab, the hospital has created a private patient feedback tool that enables associates to react and accommodate patient needs and feedback in real time. It also serves as a valuable employee engagement platform, to recognize staff who demonstrate excellence in customer service.
- Patient feedback generated via JabFab is valuable for assessing the patient experience and gaining insights on how to enhance work flow and operations.





MOBILE OR
DESKTOP
OPERATED



NOTHING
TO
DOWNLOAD



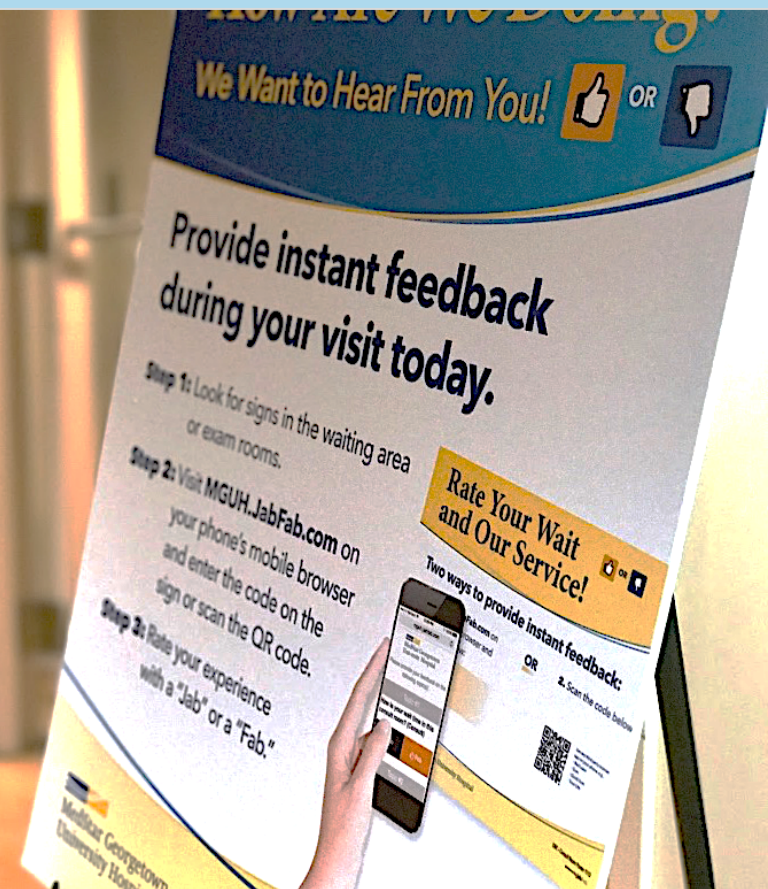
BEFORE, DURING
OR AFTER AN
APPOINTMENT



CANDID &
ANONYMOUS
FEEDBACK



LOCATION
SPECIFIC ALERTS
FOR ACTION



About JabFab – JabFab delivers location-aware and context specific feedback from patients or staff, so healthcare providers can act in the moment to drive the highest levels of service quality, and provider wellness.

How It Works

JabFab is deployed across 30 outpatient practices, the restrooms and the valet parking facility.

- **Smart location specific feedback** signs are placed in waiting areas and exam rooms. Cards promoting JabFab are provided at check out to capture additional feedback.
- **At any time during their visit**, patients can share feedback on wait times, associate courtesy and professionalism, plan-of-care, and more using just their mobile device.
- **There is no hardware, software or application to download for the patients or the administrators.**

Administrators receive instant personalized alerts regarding positive or negative patient feedback – delivered to mobile dashboard, email or SMS text, enabling swift reaction, staff recognition, and service recovery while the patient is still present on site.



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