



## Understand the Patient, Provider, and Employee Perspective

Build the best foundation to understand and improve your patient and provider's experience.



## Achieving Your Health-Focused Mission and Goals

Federal, State, and Local organizations have a significant role in delivering value-based healthcare benefits. Your organization faces several critical aspects that range from advancing research, improving social services, strengthening Medicare, combating the opioid crisis, and tackling fraud, waste, and abuse.

Whether your goals are to transform the delivery of healthcare by placing patients first and reducing “process and paperwork” burdens, improve the quality of care and outcome, or prevent disease through innovative discoveries—the programs designed to achieve these goals rely on engagement and responding to the needs of all patients and providers.

Medallia can help government healthcare organizations capture real-time patient experiences from stakeholders, integrate this feedback with operational data, and utilize the insights to improve the patient and provider experience and overall quality of care. Examples of signals for healthcare include feedback about access to care, quality of hospital or clinic visit, case management notes, phone call transcripts, social monitoring, etc.

# Why Medallia Healthcare?

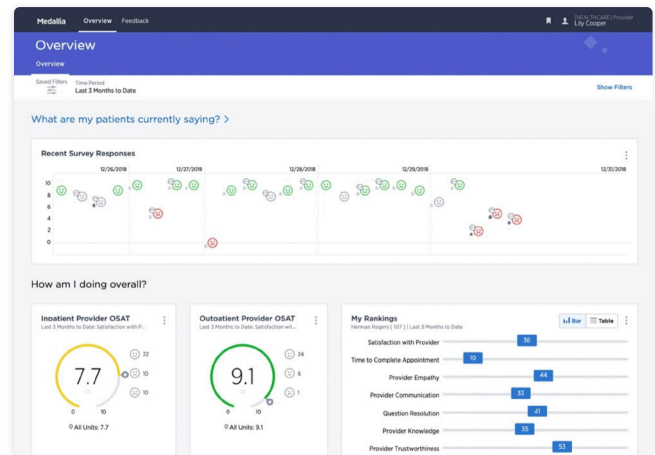
## Understand your Patients and Providers

- Capture and analyze all experiences to understand and improve the patients, their families, caregivers and providers experience.
- Seamlessly engage with offices, programs, and healthcare facilities using one standardized approach and platform.
- Help facilitate action and drive accountability through automated alerts and workflows while fostering positive recognition and service recovery



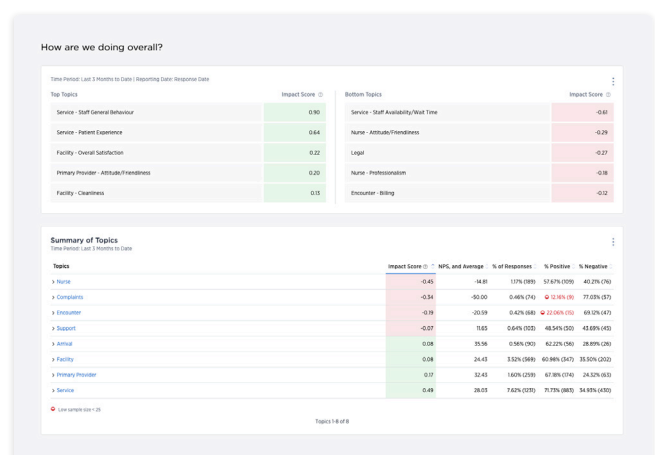
## Drive Action with Immediate, Deep Insights

- Make it easier for stakeholders to engage with offices, programs, and facilities to provide experience sentiments.
- Quickly understand the impact of changes on improving patient satisfaction and related operational metrics
- Anticipate the needs of patient and provider and proactively make the process and programmatic changes to improve the experience



## Improve Operational Performance

- Transform insights into action by making it easy to understand the “why” behind the response scores.
- Quickly understand your impact on improving patient and provider experience and related operational metrics.
- Improve system-wide processes and programs based on themes and trends



# Why Use Medallia's Healthcare Offering

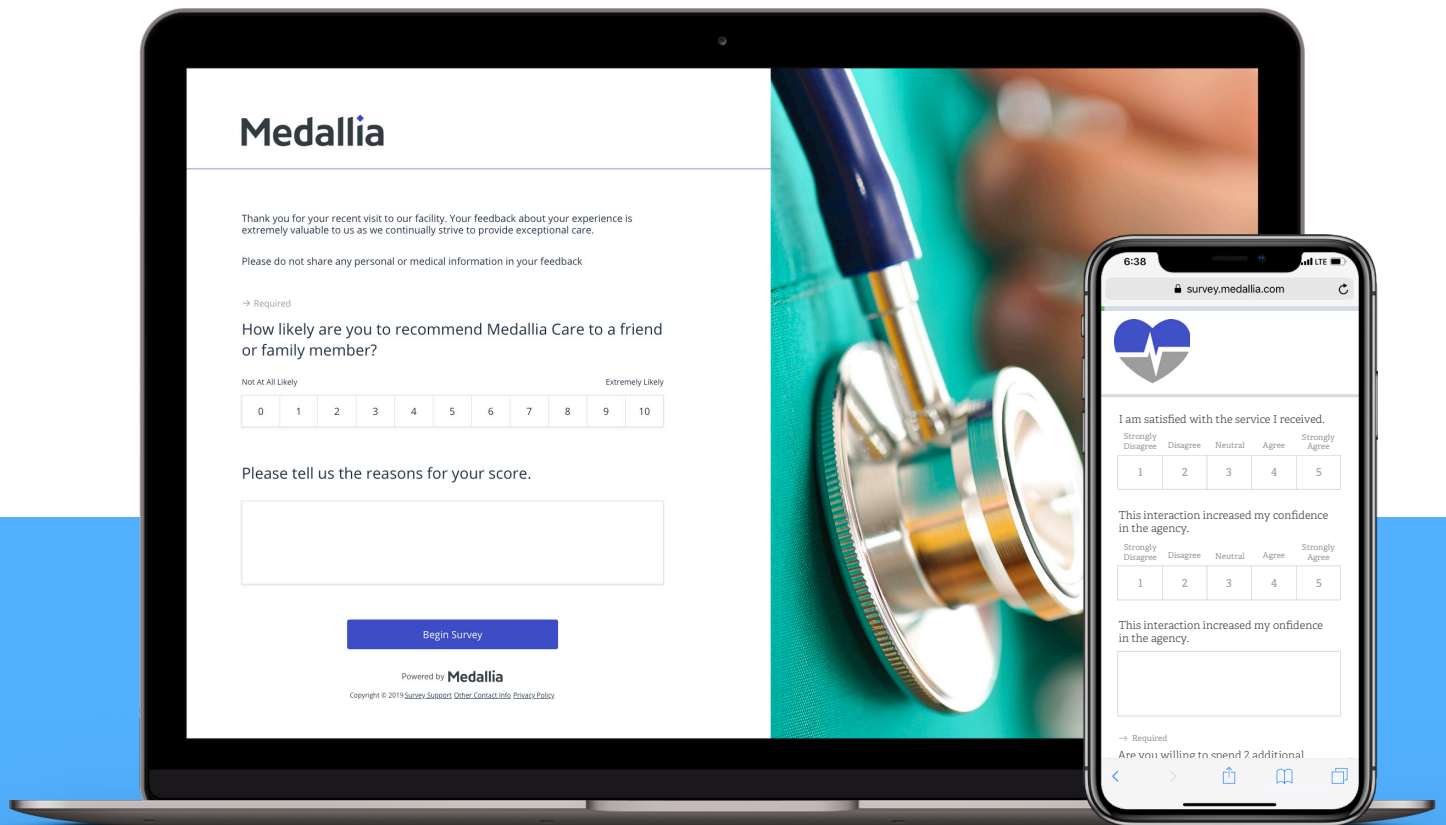
Key Components include:

**Scalable.** Able to meet you where you are today and can scale as you innovate and grow your program

**Security.** FedRAMP JAB (DOD, DHS, and GSA) authorized and HIPAA Compliant.

**Turn Text Feedback into Smarter Actions.** Patients and providers communicate over a number of different channels. Uses machine and human learning to automatically analyze feedback, to understand what matters most to your patients and providers and what you can do about it

**Turn Data Into Insights.** Combine experience signals and operational data to provide a rich context of how, when, and where to drive improvements.



# Optional Add-On Starter Features

## Crises Alerts

Use Medallia AI capabilities to identify moments in live-time, flag incidents that are critical to your patients, providers, and your mission - from disease outbreaks, health quality, and safety risks, clinical trial issues, IT failures, instances of self-harm, to fraudulent practices.

## Targeted Patient Outreach

Leverage powerful insights to drive targeted outreach that will empower patients to achieve the greatest healthcare outcomes.

## Journey Analytics

Leverage real-time behavioral data to power data science models that predict patient, caregiver, and provider actions (e.g. churn, dissatisfaction) and uncover common paths and areas for improvement with powerful query and visualization tools.

## Cost Avoidance

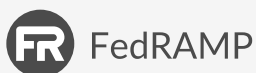
Supplement customer feedback and/or enable your employees to act as a proxy for the voice of the customer by sharing their observations and ideas.

## Interested in Learning More?

You can get in touch with us anytime by sending an email to [Government@Medallia.com](mailto:Government@Medallia.com)

## About Medallia

Medallia (NYSE: MDLA) is the pioneer and market leader in Experience Management. Medallia's award-winning SaaS platform, the Medallia Experience Cloud, leads the market in the understanding and management of experience for customers, employees and citizens. Medallia captures experience signals created on daily journeys in person, digital and IoT interactions and applies proprietary AI technology to reveal personalized and predictive insights that can drive action with tremendous business results. Using the Medallia Experience Cloud, customers can reduce churn, turn detractors into promoters and buyers, and create in-the-moment cross-sell and up-sell opportunities, providing clear and potent returns on investment. [www.medallia.com](http://www.medallia.com)



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