CipherHealth
Self-Service Rounding

Current Barriers to Rounding

Staffing Shortages
Not having time to round on all patients frequently enough

Staff Burnout
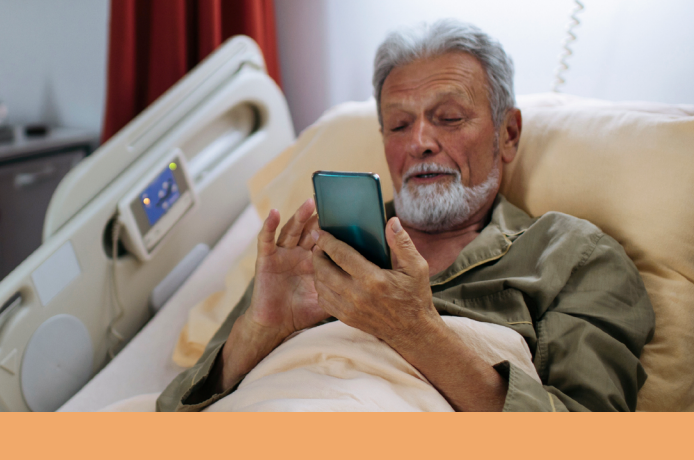Rounding being perceived as a "negative task"

Access to Care
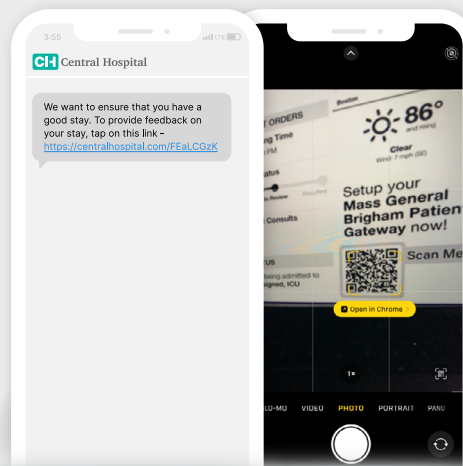Inability to connect with patients at key moments

Lack of Personalization
Uniform set of questions for every patient at every round

Empower Patients to Manage Their Own Care and Give Staff More Time to Connect at Key Moments

Health systems are struggling to do more with less while maintaining high standards for care. Staff is unable to take on additional interactions with patients, even when purposeful rounding is a strategic goal within the organization.

At the same time, patients are demanding a better experience—one that allows them to take control of their own health. **Self-Service Rounding** allows patients to self-report feedback in real time—while they are admitted—so issues can be addressed quicker and staff can prioritize follow up.

As part of CipherConnect, Self-Service Rounding provides accountless web-based access on a patient's own device, accessed by a QR code or SMS link. Patients can respond to questions personalized to their unique circumstances, posed in a conversational manner, so it doesn't seem like yet another survey or form to complete. If the responses need a follow up or escalation, relevant staff would be alerted for faster service recovery, and nurse rounding list can be prioritized based on patients' responses.

Self-Service Rounding is an adjunct to in-person rounding, allowing health systems to:

- Provide flexible entry points with a QR code or SMS accessed from patient's personal devices
- Engage patients with personalized questions in a conversational manner
- Alert care providers about issues and complaints for faster service recovery
- Prioritize in-person rounding list based on self-rounding insights

CipherHealth

Every patient is unique. Know them all.

Prioritize Staff Wellbeing

- Engage patients at key moments while reducing **staff hours by offloading manual tasks**
- Have more time to **connect with individual patients**, instead of rushing through rounds
- **Motivate staff** with positive feedback and recognition directly from the patient

Increase Trust Through Personalized Engagement

- Provide patients the opportunity to give feedback **at their own time**, instead of waiting for a round or post-discharge
- Ask questions relevant to the **patient's unique background** and touch points in their journey
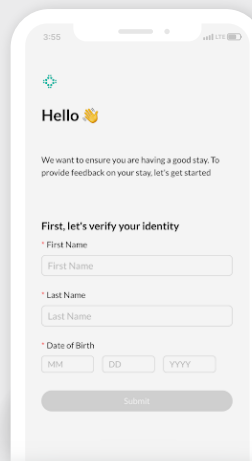
Understand the "Why" Behind Your Scores

- Have **better visibility** into what's working and what to improve to retain patients
- **Quickly modify questions** through self-service when organizational goals change
- Reach a **broader patient population**

Utilize Data-Driven Decision Making

- Act on **real-time data** instead of waiting for months' old survey data
- **Prioritize rounding efforts** based on self-round responses
- **Pair insights** from in-person and self-rounding to have a holistic view of patient experience

Get started today.

Entry Points

Identifying the appropriate entry points for Self-Service Rounding is key to not only using the application, but also to making it easy and convenient for the patient.

Examples include: SMS, patient board poster, flyers displayed in common areas, TV media, and cards/documentation distributed to patients

Verification

Ensuring the correct patients are being engaged by verifying their identity to protect confidential patient information.

Context and Conversation
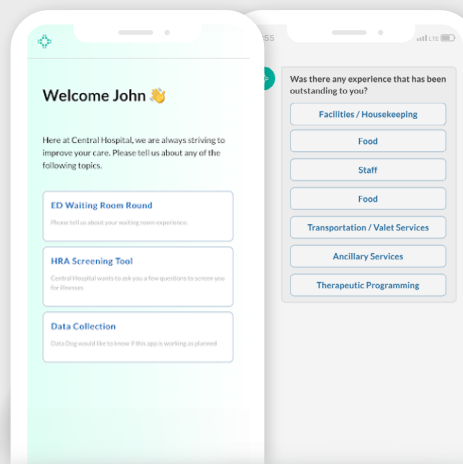
Choosing the right context matters. Beyond the data being captured, how we engage the patient will encourage them to share their experience with us. We can gather feedback using a standard surveying approach or engage the patients with a conversational UI.