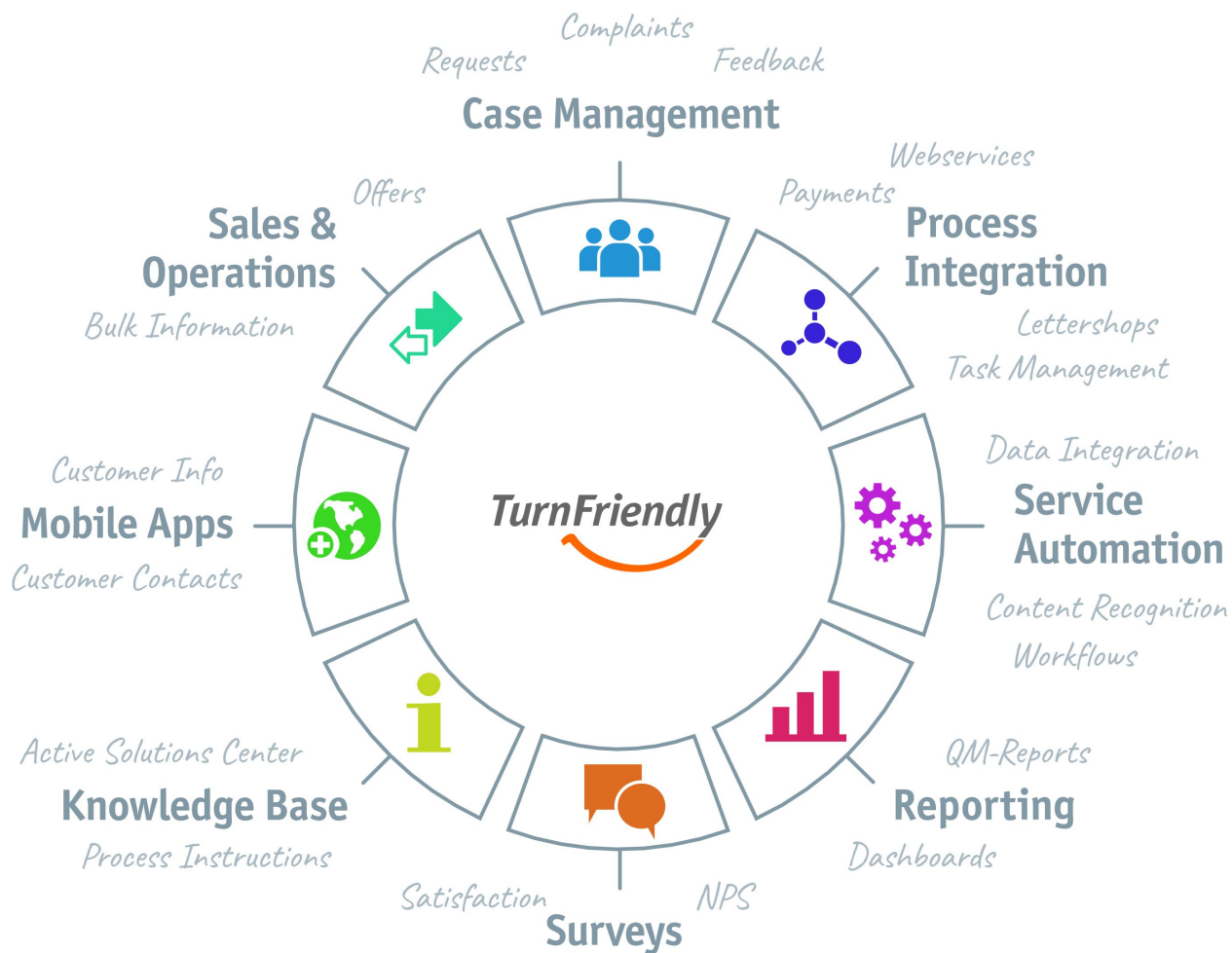


TurnFriendly Healthcare *Factsheet*





Patient Experience Management Software for clinics and care

TurnFriendly Healthcare is a web-based software platform that manages requests, complaints, praises and feedbacks from your patients across the clinic. TurnFriendly digitizes all patient experiences and helps clinics to increase service quality and to identify and correct weaknesses at an early stage.

- Digital complaint management process in the hospital network ensures transparency and relieves hospital staff
- Workflows for comments replace e-mails and Excel lists
- Healthcare dashboards in real time for clinic management
- Integrated service monitor to survey patients and clinic staff
- Reporting on the level of clinics, departments and wards



Complaint management is not an Excel list

Frequently, hospitals enter complaints in Excel lists. However, the process itself is paper-based or implemented on the basis of e-mails.

TurnFriendly Healthcare thinks in a patient-oriented way and pursues the goal of making all concerns, especially complaints, transparent throughout the company.

A key advantage of *TurnFriendly Healthcare* is the complete implementation of the complaint management process in one system as well as the integration of all stakeholders in the digitalized process. Through the holistic approach, valuable information is gained and service quality is measurably increased.

This is how we envision enterprise-wide concern management for hospitals

With *TurnFriendly Healthcare*, individual concern management processes for hospitals can be controlled. Through configuration and without programming, for example, hospital-specific categorization trees, forms, authorizations and workflows are set individually. The organizational structure of hospitals, their departments and wards are stored in *TurnFriendly Healthcare*.

The complaint management process for clinics

1. Receive concern

Centralize all complaints in one system

- Acceptance of all complaints through everyday contact channels: E-mails, letters, telephone
- Mobile recording of complaints at the bedside
- Consideration of all stakeholders → patients, relatives, referring physicians
- Replacing contact forms on websites with smart complaint forms

2. Distribute concerns

TurnFriendly automates the distribution of complaints n

- Automatic routing of concerns to the appropriate clinic, department or ward → Skill-based routing
- Unnecessary idle times are avoided
- The number of open complaints per subject area and per organizational unit helps to maintain an overview

3. Edit concerns

Collect and structure valuable information during complaint processing

- Categorize concerns → texts become evaluable structures
- Create notices of receipt and interim notices
- Obtain opinions using web-based workflows
- Analyze causes
- File documents and notes in the electronic concern file

4. Answer request

Use the integrated letter writing of TurnFriendly

- Letter templates save an enormous amount of time when creating reply letters
- Create reply letters with MS Word or as an e-mail
- Text modules can also be used in multiple languages
- Integrated knowledge base automatically displays context-based solution suggestions

5. Evaluate concerns

Thanks to TurnFriendly Healthcare complaint reporting, you gain valuable insights

- Detailed dashboard with drill-down analysis functions
- Complaint evaluation per clinic, department and ward
- Frequency of the reason for complaint about medical treatment and care
- Prior-year comparisons by concern type
- Monitoring of open concerns
- Monitoring of the service level agreements (SLA)
- Quality reporting and root cause analysis
- Cost reporting
- Questionnaire evaluations and feedback analyses
- Valuable input for the quality management of the hospital

6. Improve quality

Create a sound basis for decision-making for timely improvements

- Eliminate identified causes
- Initiate corrective action → Relationship to complaint reasons is established.
- Optimize processes
- Promote error prevention culture
- Implementation of the Complaints Management Hospital Act
- Quality management Guidelines of the G-BA fulfilled.

Mapping of individual service processes for your clinic

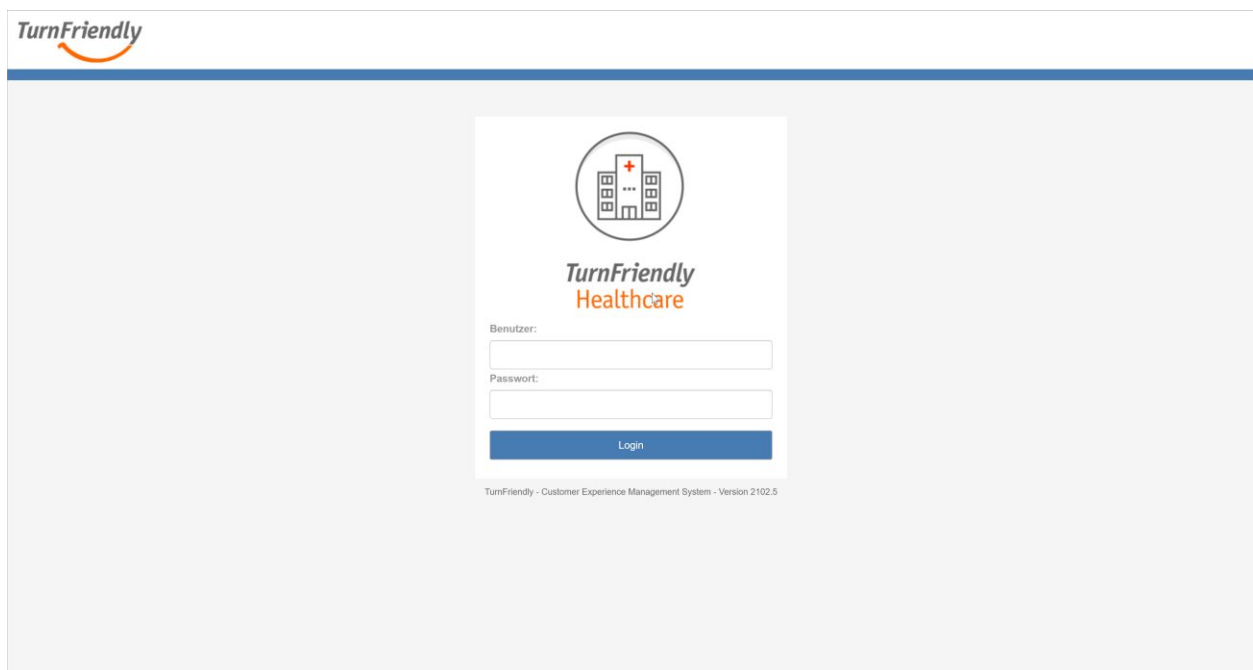
All technical content can be configured through administration dialogs and adapted at any time.

<p>Stakeholder and Person characteristics</p> <ul style="list-style-type: none"> • Patients • Relatives • Referring physicians 	<p>Organizational structure & Responsible</p> <ul style="list-style-type: none"> • Clinics • Departments • Stations 	<p>Medical categorization trees</p> <ul style="list-style-type: none"> • Treatment • Care • Organization
<p>User authorization</p> <ul style="list-style-type: none"> • Detailed authorization concept • Single Sign-On • LDAP/AD 	<p>Adaptation of the forms</p> <ul style="list-style-type: none"> • Definition of individual fields • Selection lists, Checkboxes 	<p>Letter Templates & Text Modules</p> <ul style="list-style-type: none"> • Multilingual • Word and e-mail templates • Placeholder
<p>System features</p> <ul style="list-style-type: none"> • Multi-client capable • DSGVO-compliant • Audit-proof • Multilingual • Web-based • Scalable 	<p>Workflows for web-based service processes</p> <ul style="list-style-type: none"> • Powerful workflow engine • Task Management • Comments • Self-definable checklists 	<p>Risk-Detection module</p> <ul style="list-style-type: none"> • Rule-based risk management • Early detection of critical incidents within the complaint handling process. (CIRS)

User Interface

So that you can get a first impression, we give you an insight into the user interface.

To enroll in TurnFriendly Healthcare



The screenshot shows the TurnFriendly Healthcare login page. At the top left is the TurnFriendly logo. The main content area features a central white box with a circular icon containing a building with a red cross. Below the icon is the text "TurnFriendly Healthcare". Underneath are two input fields labeled "Benutzer:" and "Passwort:". A blue "Login" button is positioned below the password field. At the bottom of the white box, there is a small footer: "TurnFriendly - Customer Experience Management System - Version 2102.5".

User login can also be performed via the integration of a central user directory (LDAP).

- TurnFriendly Healthcare is a web-based application that can be accessed via all modern browsers.
- No further installation of software on workstations is required
- The user interface is multilingual

The to-do list

All open concerns for which the user is responsible are displayed here.

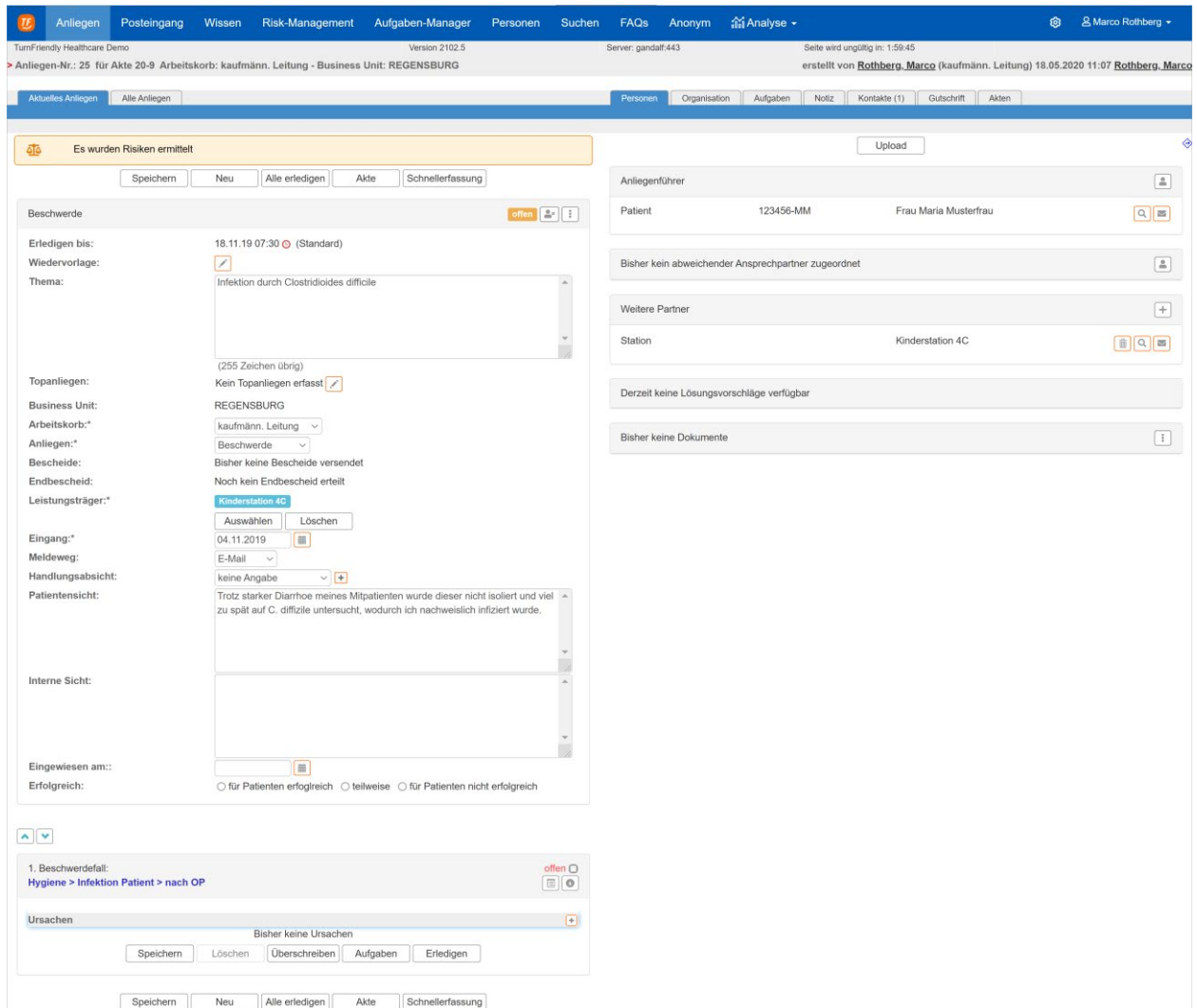
Eingang*	Thema*	Erliegen bis*	WV*	Personen	Anliegen*	Business Unit*	Leistungsträger*	ID	Status*	Zuständig*	Bearbeitet von*
04.04.19	Behandlung meines Patienten Maria Muster...	10.04.19 07:30		Thomas Mohr	Beschwerde	MÜNCHEN	Station 32	12	<input checked="" type="checkbox"/> offen	Behandlung	M. Rothberg
01.10.19	Beantwortung meiner Beschwerde immer noc...	16.10.19 07:30		Miriam Meier	Beschwerde	MÜNCHEN	Beschwerdemanagement	16	<input type="checkbox"/> offen	Organisation	H. Kuhn
04.11.19	Infektion durch Clostridioides difficile	18.11.19 07:30		Maria Musterfrau	Beschwerde	REGENSBURG	Kinderstation 4C	25	<input type="checkbox"/> offen	kaufmänn. Leitung	M. Rothberg
02.01.20	Operation wurde erneut verschoben	08.01.20 07:30		Adam Rose	Beschwerde	NÜRNBERG	Klinik Nürnberg	21	<input type="checkbox"/> offen	Behandlung	M. Rothberg
03.02.20	Der Lärm war durch die nahegelegene Baus...	17.02.20 07:30		Maria Musterfrau	Folgebeschwerde	REGENSBURG	Kardiologie	20	<input type="checkbox"/> offen	technischer Service	M. Rothberg
04.02.20	E-Mail erhalten, die nicht für Patient/P...	18.02.20 07:30		Jonas Schmidt	Beschwerde	MÜNCHEN	Klinik München	22	<input type="checkbox"/> offen	Organisation	M. Rothberg
03.03.20	Ich empfand die Kommunikation seitens de...	17.03.20 07:30		Adam Rose	Beschwerde	NÜRNBERG	Klinik Nürnberg	18	<input type="checkbox"/> offen	Kommunikation	M. Rothberg
16.04.20	Das Essen in der Station war unbefriedig...	30.04.20 07:30		Jonas Schmidt	Beschwerde	MÜNCHEN	Angiologie	19	<input type="checkbox"/> offen	Pflege	M. Rothberg
04.05.20	Eine fremde Patientenakte lag zugänglich...	18.05.20 07:30		Miriam Meier	Beschwerde	MÜNCHEN	Station 32	24	<input type="checkbox"/> offen	Organisation	M. Rothberg
06.05.20	Akute Unterbesetzung in der Kinderstatio...	20.05.20 07:30		Anonym	Interne Beschwerde	REGENSBURG	Kinderstation 4C	28	<input type="checkbox"/> offen	Organisation	D. Sonnauer
10.05.20	Lange Wartezeit in der Notaufnahme	26.05.20 07:30		Maria Musterfrau	Beschwerde	REGENSBURG	Notaufnahme	10	<input type="checkbox"/> offen	Organisation	M. Rothberg
08.06.20	Lärm durch Baustelle	15.06.20 07:30		Adam Rose	Beschwerde	NÜRNBERG	Klinik Nürnberg	34	<input type="checkbox"/> offen	Behandlung	D. Sonnauer
15.06.20	Demo 15.06.			Marco Rothberg	Beschwerde	GLOBAL		36	<input type="checkbox"/> offen	Entlassmanagement	M. Rothberg
04.08.20	Hygieneproblem im Bad	18.08.20 07:30		Maria Musterfrau	Beschwerde	REGENSBURG	Station 4	40	<input checked="" type="checkbox"/> offen	Hygiene	M. Rothberg

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« 1 »

* Sortieren durch anklicken

The processing of concerns



The screenshot displays the TurnFriendly Healthcare software interface for processing a concern. The top navigation bar includes tabs for 'Anliegen', 'Posteingang', 'Wissen', 'Risk-Management', 'Aufgaben-Manager', 'Personen', 'Suchen', 'FAQs', 'Anonym', and 'Analyse'. The user is logged in as 'Marco Rothberg'.

The main content area shows a form for a concern titled 'Es wurden Risiken ermittelt'. The form includes the following fields and options:

- Speichern**, **Neu**, **Alle erledigen**, **Akte**, **Schnellerfassung**
- Beschwerde:**
 - Erliegen bis:** 18.11.19 07:30 (Standard)
 - Wiedervorlage:**
 - Thema:** Infektion durch Clostridioides difficile
- Topanliegen:** Kein Topanliegen erfasst
- Business Unit:** REGENSBURG
- Arbeitskorb:** kaufmänn. Leitung
- Anliegen:** Beschwerde
- Bescheide:** Bisher keine Bescheide versendet
- Endbescheid:** Noch kein Endbescheid erteilt
- Leistungsträger:** Kinderstation 4C
- Eingang:** 04.11.2019
- Meldeweg:** E-Mail
- Handlungsabsicht:** keine Angabe
- Patientensicht:** Trotz starker Diarrhoe meines Mitpatienten wurde dieser nicht isoliert und viel zu spät auf C. diffizile untersucht, wodurch ich nachweislich infiziert wurde.
- Interne Sicht:**
- Eingewiesen am:**
- Erfolgreich:** für Patienten erfolgreich teilweise für Patienten nicht erfolgreich

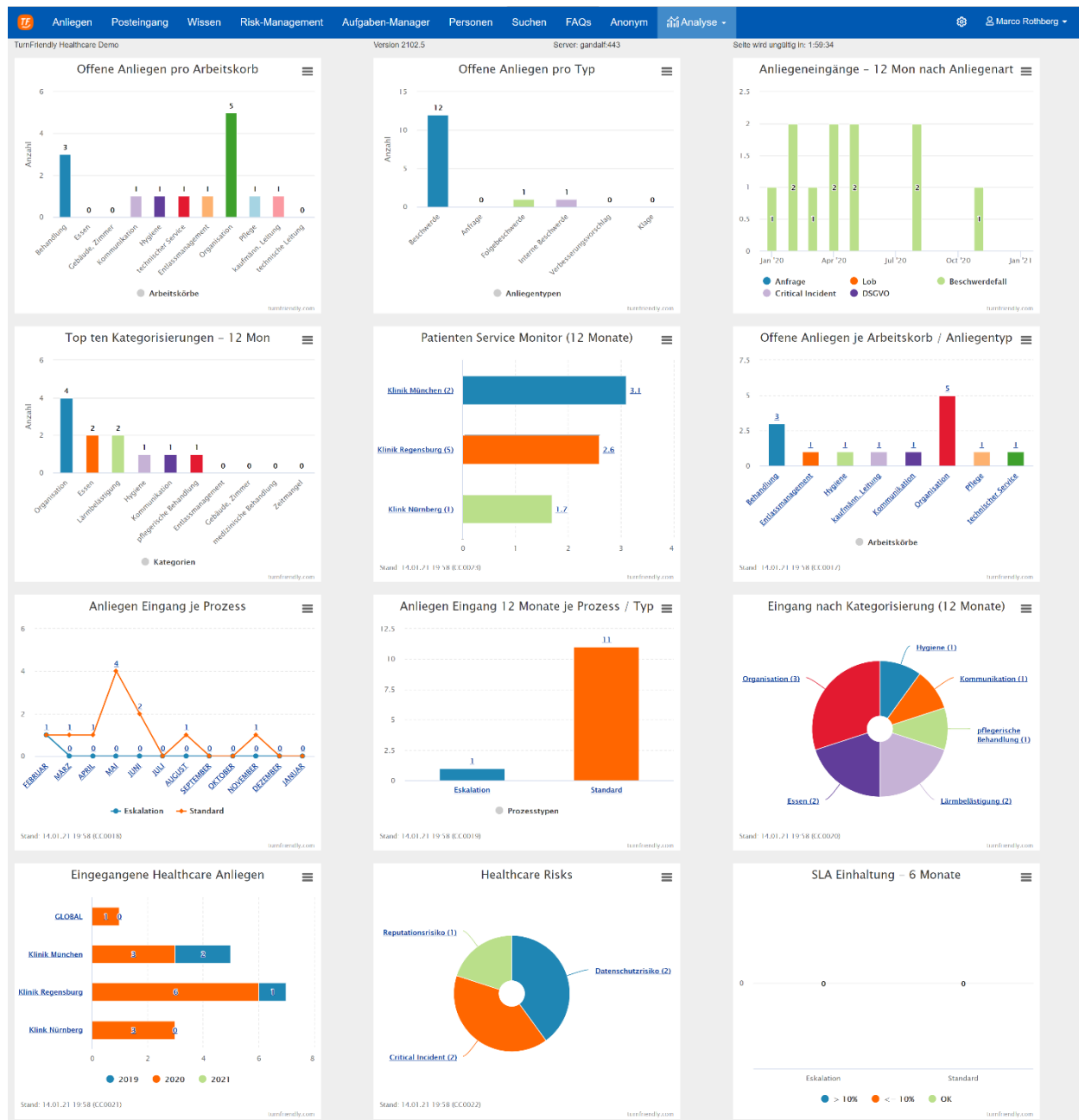
On the right side, there is an 'Upload' button and a section for 'Anliegenführer' with the following details:

- Anliegenführer:** [User Icon]
- Patient:** 123456-MM Frau Maria Musterfrau
- Bisher kein abweichender Ansprechpartner zugeordnet**
- Weitere Partner:** +
- Station:** Kinderstation 4C
- Derzeit keine Lösungsvorschläge verfügbar**
- Bisher keine Dokumente**

At the bottom, there is a section for 'Ursachen' (Causes) with the text 'Bisher keine Ursachen' and buttons for **Speichern**, **Löschen**, **Überschreiben**, **Aufgaben**, and **Erledigen**.

Concern processing offers structured recording and processing of all concerns from all communication channels. From here, statements, notices of receipt and interim notices, and causes are documented. Automatic display of proposed solutions and procedural instructions support processing. The integrated creation of response letters is conveniently integrated.

Dashboard



A variety of charts quickly provide an overview of the service quality of your clinic(s).