

Project Description

ACCESS Healthcare is committed to excellent service in each step of the patient experience. In order to learn what elements of the experience need improvement, patients are surveyed at each of the 50 clinics, and the data is analyzed and compiled in a report each quarter. As the process of collecting surveys and inputting data is the responsibility of four employees, it requires a significant amount of time and travel, and should therefore be as efficient as possible. Our objective in this project is to obtain insights about the surveying process, through on-site observation, surveyor shadowing, and employee interviews that will allow us to provide the most comprehensive suggestions for increased surveyor productivity.

Interviewees

Surveyors

Site managers

Patients who have filled out the survey (if possible)

Process Description

Secondary research

Primary research

- On-site observation

- Interviews

- Surveyor shadowing

Data analysis

Concept generation

System synthesis

Present findings