

Resident Feedback Software



Helps facilities highlight their good work

Leads to service recovery

Designed specifically for continuing-care retirement communities, nursing homes and long-term care facilities



RL Solutions is the Founding Corporate Alliance Sponsor of the Society for Healthcare Consumer Advocacy (SHCA). New RL6:Feedback clients will receive a free 1-year membership to SHCA.



Enhance your resident experience

To keep your residents happy, you need to listen to their issues and resolve them quickly. RL6:Feedback can help your facility capture feedback from residents and their loved ones and transform it into useful, actionable data.

Implementing a resident feedback system, like RL6, shows your staff and your community that their opinions are valued. And, with RL6, your directors and staff will be able to track and resolve issues with minimal paperwork.

- **Capture complaints & compliments** with simple web forms that let residents, family members, visitors and staff enter feedback
- **Analyze data** using dozens of built-in report templates, or create your own customized reports
- **Close the feedback loop:** Automated form letters let staff communicate with residents, while reports keep directors & staff up-to-date on trends
- **Spot trends,** identify areas for improvement and properly allocate resources
- **Import survey feedback** for a more complete picture of resident satisfaction data
- **Stop wasting time on paperwork—**RL6 has automated to-do lists & alerts

“RL6 has helped us get better information to the ‘decision makers.’ It’s hard to get money to fix a problem when you don’t know what the problem is.”

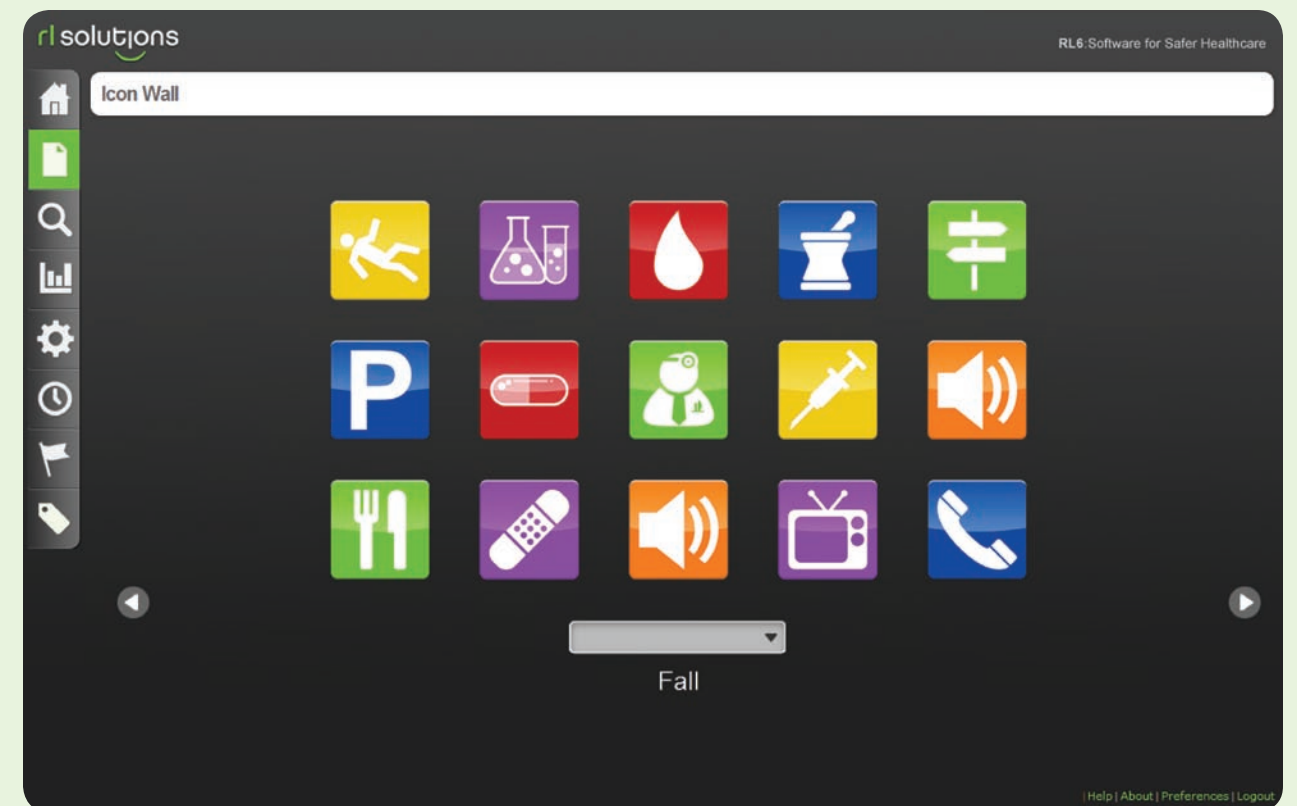
Dusty Deringer, Service Excellence Director
Providence Hospitals

RL6:Feedback is great for:
Community Care Workers
Guest Relations Professionals
Service Excellence Staff
Quality Managers & Directors

Easily capture feedback

RL6 is easy to learn—and easy to use

1. Access **do-it-yourself reports** that let you drill-down to specific details
2. **Customized home pages** make it easy to organize your work
3. Powerful **search** capabilities make it easy to find what you’re looking for
4. **Big and bold icons** link to forms that RL Solutions designed for easy feedback entry
5. **Touch-screen** and kiosk ready
6. **Personalize** RL6 to reflect your personal taste and style



RL Solutions designs innovative healthcare software for patient and resident feedback, incident reporting and risk management, infection surveillance and claims management. At RL Solutions, nurturing long-lasting relationships with our clients is what we do best. We have over 600 clients, including healthcare networks, hospitals, long-term care facilities and more. RL Solutions is a global company with offices in Canada, the United States, Australia and the United Kingdom.

Want to know more?



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