Put patients first with feedback software
GAIN BETTER INSIGHT INTO YOUR PATIENTS’ EXPERIENCE

Better patient experiences lead to better health outcomes. Every interaction with a provider and every piece of feedback is an opportunity to shape a patient’s experience—and improve healthcare quality. RL can help.

Our feature-packed software suite is designed with patient experience in mind. RL equips you with the tools you need for:

- Patient feedback
- Grievance management
- Patient experience & executive rounding
- Quality improvement
- Patient safety
- Service recovery
FULLY CONFIGURABLE
RL software adapts to your organization’s needs, so you can keep all of your patient safety data in one place.

ROBUST DATA ANALYSIS
Spend more time analyzing data, not managing it. Uncover trends with RL6’s dashboards, and build custom reports for departments, boards and committees.

SCALE IT TO YOUR NEEDS
RL’s software and services can be adjusted to your facility, whether you’re a small clinic or a multi-site healthcare system.

YOU’RE IN GOOD COMPANY
More than 1800 healthcare organizations use RL software, including 9 of the top 10 US News & World Report Honor Roll hospitals.

INTEGRATED SOLUTION
The RL software suite gives you a holistic view of your organization’s patient safety & experience data.

“From a CMS standpoint, when you have 7 days to acknowledge a case, it would be a loss [to not have RL6] because it houses all of our data. It’s one source where everything is at so we can track a case... without RL, I’m not quite sure how we would do that.”

- Vanessa Mona
Manager of Customer Engagement and System Improvement, Henry Ford Health System

Learn more at video.rlsolutions.com
CAPTURE BETTER PATIENT FEEDBACK

Every complaint is an opportunity to improve your hospital’s overall patient experience. More feedback means more opportunities to improve patient satisfaction scores. RL6 helps patient experience staff efficiently collect and manage as much feedback as possible.

MANAGE YOUR FILES
RL6’s file management tools help keep you organized: assign tasks, track follow-ups and report on the data—all in one system.

ENGAGE YOUR PATIENTS
Capture complaints and compliments from patients on your website or a kiosk to promote service recovery.

GET THE DATA YOU NEED
Quickly capture patient feedback with RL6’s dynamic & intelligent forms. Reduce errors by linking your ADT system, EHR and more to auto-populate fields.

BUILD YOUR OWN REPORTS
With RL’s powerful DIY report builder, you don’t need IT to build reports for you anymore. Plus, drill down to analyze your data and make improvements.
ENHANCE PATIENT EXPERIENCE

Use data from RL6 to prioritize patient advocacy and service excellence initiatives. Hospitals that make patient experience a priority have better patient satisfaction scores and lower readmission rates, which drives better healthcare reimbursement.

PROMOTE A CULTURE OF SERVICE EXCELLENCE
Highly-reliable healthcare organizations prioritize patient experience. Easily share compliments with providers to reassure them in their daily efforts.

ENGAGE STAFF IN SERVICE IMPROVEMENTS
RL6’s user-friendly forms encourage reporting, better engaging your staff and physicians. Close feedback loops and show your staff how reporting makes a difference.

MONITOR VITAL STATISTICS
RL6 gathers info like outpatient no-shows, patient volumes and emergency department wait times, so you can make informed decisions and changes.

SPOT TRENDS
RL6’s dashboards help you analyze your data to find outliers and identify trends. Display data from multiple modules and customize for different user roles and scopes.

“Our Patient Advocates love the system. It flows easily and it’s easy to access. We enjoy being able to pull all the reports that we need right from RL6.”

– Lana Akers
Advocacy and Program Specialist, Cincinnati Children’s Hospital Medical Center
STREAMLINE YOUR GRIEVANCE PROCESS

Resolve grievances before the deadline and avoid costly penalties. Effectively collecting, managing and analyzing all of your feedback can be challenging. RL6 helps patient advocates handle this influx with tools to respond and resolve complaints faster.

RESPOND TO GRIEVANCES
Stop wasting time on paperwork. RL6’s automated form letters let staff efficiently communicate with patients, fix problems and close files.

BE IN THE KNOW
Automatic emails remind users when files are nearing their due date, or are overdue. And set up customized alerts for new files, grievances, complaints and readmissions.

BUILD CUSTOMIZED REPORTS
Track patient trends & analyze your complaint and grievance data with reports that let you drill down to specific details.

LINK FILES IN RL6
Share data between Feedback and Risk modules to minimize rework, for example if a grievance reveals that an incident took place.

“When we recognize that there’s a trend or a patient safety issue, we’re able to take that information into a much larger arena.”

- Virgie Mosley
Manager, Office of the Patient Experience, UCLA Health
Wish you could spend more time on the floor, not stuck behind a desk? With RL’s mobile app, you can access everything you need to manage your files, support rounding and more.

**STAY IN THE KNOW WHEREVER YOU GO!**

**IMPROVE Rounding**
Promote service recovery before patients leave your facility. Take notes on the go during rounding with RL’s Mobile app.

**MANAGE FILES ON THE GO**
Stay on top of events, wherever you are. See Feedback file summaries, assign follow-up, receive real-time alerts and access tasks—all from your phone or tablet.

**EASY FEEDBACK SUBMISSION**
Capture feedback when it happens. Submit with three convenient methods: record an audio file, take a photo or type into text fields.

**INTEGRATED PATIENT EXPERIENCE**
RL’s mobile app works with our Risk, Feedback and Claims management software, so all of your data is in the same system.
RL Patient Safety Software Suite

RL Solutions is a global company that designs comprehensive healthcare software for patient feedback, incident reporting & risk management, infection surveillance, claims management, peer review and root cause analysis. With over 1,800 clients - including healthcare networks, hospitals and long-term care facilities - we pride ourselves on creating and maintaining long lasting relationships.

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