



KAIDEN HEALTHCARE MANAGEMENT, LLC

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Customer-Driven Quality

We help you listen to the voice of the customer and use the information to make improvements.

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"The significant problems we have cannot be solved at the same level of thinking with which we created them."

Albert Einstein

- **Improving Patient Satisfaction**
Achieve and sustain excellent patient satisfaction results to improve your competitiveness. We can help you prioritize areas with the greatest impact on patient satisfaction, identify key issues to be resolved and develop strategies that will work for your organization. If you don't have a patient satisfaction survey vendor, we can help you with the selection process.
- **Public Data on Quality**
What does the public know about you? As consumer driven health care becomes more prevalent, it's increasingly important for you to understand your customer's perspective. There is a wealth of information available to the public about your organization with more becoming available every day. We present you with the customer's view, identify your most vulnerable areas and help you use the information to create positive changes within your organization.
- **Program Evaluation**
Evaluate program effectiveness and customer satisfaction with your services to increase your ability to attract funding. Develop an ongoing, practical measurement strategy to track results for your internal and external customers.