

# IQVIA HospiTrack: Shaping the Future of Healthcare

## *Establishing Hospital Excellence and Patient Satisfaction Index (HEPSI)*

The hospital ecosystem is complex, broad and involves many stakeholders and is influenced by various factors.

**IQVIA HospiTrack** provides a standardized survey instrument and data collection methodology for **measuring patients’ viewpoints on hospital services and care**. It leads the industry in obtaining patient feedback, allowing for robust, meaningful comparisons between hospitals within country as well as cross-countries in Southeast Asia.



The findings from these surveys provide organizations with:



Detailed patient feedback on standards of service and care to help set priorities for delivering a better service for patients.



Supplementing existing hospital data to elevate patient care and service quality.

## Transforming the patient experience and care quality

By joining our **HospiTrack** program, your organization can embark on a journey of transformation and continual improvement to drive patient satisfaction, and ultimately boosting long-term success.

### Understand patient satisfaction and experience



- How do patients find hospital services at various touchpoints?
- What are the areas that the hospital excels or need improvement?

### Competitive healthcare landscape analysis



- How are we fairing vs competitors?
- How can we differentiate ourselves with competitors?

### Regional benchmarking and standards



- How are we performing comparing to hospitals in other countries?
- What do we need to do to meet or surpass regional standards, making us more appealing to foreign patients?

# Empowering the voices of patients and caregivers

**IQVIA HospiTrack will conduct surveys across various touchpoints targeting:**



**Patients**



**Caregivers**

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**Timeline:**

-  • Q2 — Set up
- Q3 — Fieldwork
- Q3/Q4 — Report

**Sample size:** N=150 per touchpoint in each hospital

TOUCHPOINT	
• Registration	• Specialist Clinic
• Admission & Discharge	• Diagnostic
• Cashier/ Payment	• Health Screening
• Pharmacy	• F&B
• Accident & Emergency	• Information/ Reception

This self-administered questionnaire allows participants to complete the survey independently at their convenience. Data will be verified by our internal team.



**Output:**

IQVIA HospiTrack delivers quantified analysis of key findings and insights in a slide format, including actionable recommendations on specific business questions and hypothesis.



**Be a leader in defining excellence and patient satisfaction in hospitals, propelling healthcare standards to new heights. Contact us to learn more about IQVIA HospiTrack.**



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