










Steps involved		Using ImproveWell
Identify which audiences to involve in the initiative		Pre-launch workshop with ImproveWell Customer Success Team provides guidance on rollout, timelines, processes and launch materials
Confirm who will be responsible for leading the initiative		Comprehensive training and materials provided for key stakeholder groups by ImproveWell Customer Success Team
Confirm frontline feedback method(s) (e.g. ideas, surveys, sentiment etc.)		Continued consultation with ImproveWell Customer Success Team to finalise feedback methods
Launch the initiative through the appropriate communication channels		Communication tips and templates provided by ImproveWell Customer Success Team
Capture patient experience/service delivery feedback		Capture feedback from target audiences via the ImproveWell platform's idea hub, surveys, sentiment tracker and insights modules
Review feedback and prioritise		Review, tag, categorise and prioritise feedback via the ImproveWell platform
Make improvements		Assign a 3-step progress rating score to ideas in the central Improvement Log, analyse survey results and sentiment trends
Evaluate		Send a survey via the ImproveWell platform to measure the impact of the improvements made
Close the feedback loop		Chat about ideas, vote, publish interactive improvement updates and upload PDF reports through the ImproveWell platform