



Feedtrail is proud to partner with Providence Health & Services to shape the future of patient experience

BUSINESS
INTELLIGENCE

With Feedtrail, Providence can send patients surveys via SMS or email to collect comment-rich qualitative feedback that can drill down to all the specific providers on the care team — not just the discharging physician — that has completely changed the way we listen to our patients!



Jody Spector
Director, Patient Relations
and Service Excellence



React with service recovery

Feedtrail's business intelligence platform has consistently identified actionable service recovery opportunities (31% of all feedback received) at Providence Holy Cross



Learn from insightful analytics

Our correlation and text analytics tool have already identified specific areas for improvement at Providence that are currently being strategically addressed



Uncover patients insights

The easy-to-use Feedtrail survey form allows patients to share candid feedback through quantitative and qualitative means. Providence is collecting 1.3 constructive comments per feedback received!

Our business intelligence software helps your providers identify what they do well, and where you can help them improve how they deliver care



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