

# ImproveWell.

## A NEW WAY TO IMPROVE

ImproveWell is the award-winning real-time feedback solution for continuous improvement in health and care.

Giving everyone a voice, the ImproveWell solution helps your organization to improve staff experience *and* the quality of patient care from the ground up.



## Create the right environment for joy in work and continuous improvement with ImproveWell

### Give everyone a voice:

Foster a culture that enables the frontline to feel heard and be involved in designing better teams, workplaces and care.

### Empower local leadership:

Allow group and organizational leads to run programmes that support goals and challenges specific to their area.

### Create a culture of collaboration:

Collaborate across teams, departments and stakeholder groups, to share feedback, ideas and best practice.

### Instant feedback & learning 24/7:

Enable diverse teams and key stakeholders to feed back any time, anywhere. Unlock continuous learning on what is and isn't working.

### Create a funnel of improvement ideas:

From the scrubs to suits, everyone can be involved in driving change by offering a simple way to suggest ideas for improvement.

### Enable data-driven decisions:

Ask the right questions and make data-driven decisions in a rapidly-changing, high-pressure environment.

## #ENGAGETOIMPROVE

### Patient Outcomes

### Quality Improvement

#### Frontline innovation

Collective intelligence | Multidisciplinary alliance | Continuous improvement

### Staff Experience

#### Wellbeing at work

Autonomy | Belonging | Contribution

## ImproveWell.

#### Real-time insights

Two-way feedback | Informed decision-making | Demonstrable change

## HIGH ENGAGEMENT ORGANIZATIONS SHOW\*

↑  
**41%**  
improvement  
in quality

↑  
**23%**  
increase in  
profitability

**58%**  
fewer patient  
incidents  
↓

**81%**  
decrease in  
absenteeism  
↓

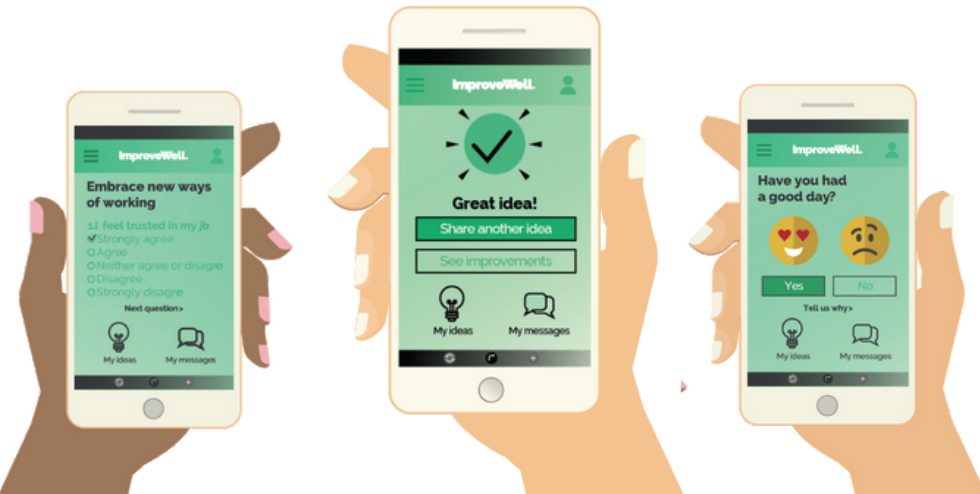
\*When compared to low-engagement organisations. Source: Gallup, [High Engagement Drives Growth, 2020](#)

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## HOW IT WORKS

Make change simple with 24/7 real-time feedback and actionable insight from the frontline.

**THREE FEEDBACK SYSTEMS**  
**A COMMUNITY OF IMPROVERS**  
**CPD-ACCREDITED ONBOARDING & TRAINING**



### IDEA HUB

Gather ideas for improvement, discuss or refine collaboratively, and keep everyone up to date with progress and implementation.



### SENTIMENT TRACKER

Track and boost morale and wellbeing at work with real-time insights, by asking your team how their workday is going.



### PULSE SURVEYS

Understand what matters and see where improvements are needed with swift and straightforward survey creation.



### IMPROVEWELL INSIGHTS

Capture real-time feedback from expert patients, regular service users or partner organizations via customizable online portals.



### DATA DASHBOARD

Detect trends and pressure points, prioritize improvement efforts, measure change and publish reports to close the feedback loop.

"There is no other option for me – we are so pleased to be using ImproveWell."

**DR AMAR SHAH, Chief Quality Officer,**  
**East London NHS Foundation Trust**

"Our teams are feeling like their voice matters, like their leaders want to know what can be solved... When people are connected to others at work it builds retention – when people like who they work with they don't want to go..." **JOY HARKEN, Department of Orthopedic Surgery, University of Minnesota**