



# Brewing Better Patient Experiences

Enhancing Patient Satisfaction and Cost Efficiency Through Data-Driven Innovation

## Challenge

A large health system faced declining patient satisfaction due to a subpar in-room coffee program. Surveys indicated that the coffee was consistently cold and had an unpleasant taste.

## Solution

To address these challenges, we redesigned the coffee program. We analyzed patient survey data to identify specific areas of dissatisfaction. Additionally, we selected and implemented high-quality coffee equipment capable of delivering consistent hot, flavorful coffee. To ensure efficient and cost-effective operations, we optimized delivery schedules and pricing strategies. Furthermore, we curated a selection of coffee blends that catered to diverse patient preferences. By transitioning the health system to owning its own coffee equipment rather than renting, we realized long-term cost savings.

## Impact

The redesigned coffee program yielded significant improvements. Patients reported receiving hotter and better-tasting coffee, leading to a noticeable increase in satisfaction levels. By owning their own equipment, the health system realized substantial cost savings compared to renting. Subsequent patient surveys revealed a positive trend in overall satisfaction with the in-room coffee program. The improved coffee experience contributed to increased patient loyalty and a more positive overall perception of the health system.

