



BEST HOSPITAL ADVISOR



Best Hospital Advisor provides a transparent health care platform where consumers can access, provide feedback and engage in their own health care decision-making while health care providers can continuously improve their strategies to provide quality care services.



Patient Experience →

Capture Platform

Best Hospital Advisor is a platform that allows...



✎ ...patients rate the hospital in up **11 different areas** and **28 evaluation questions**

✎ ...to incorporate industry best practices with **basic, intermediate** and **advance evaluations**

✎ ...medical service providers to capture their **Patient's experience**



✎ ...access to a Dashboard with **intuitive graphs** and customizable reports with **actionable information**





Automatic **Low Rating Alerts** for immediate action



Patients **List pre-Loaded** feature to speed up the survey process



Web based, accessible through any **Browser, Mobile and Device or Internet Connection**



Direct **Review Publishing** in hospital's profile through BHA









The target:

A better patient experience

-  The value of the global medical tourism industry will grow to the US \$32.5 billion by 2019
-  The number of Americans seeking care abroad projected to **increase 25 percent** each year for the next decade
-  The value of the global medical tourism industry is estimated to **grow to US\$32.5 billion by 2019**





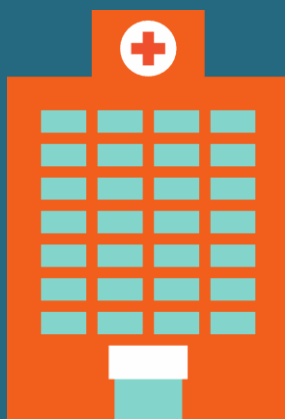
-  **40% of people** choose a doctor, hospital, or medical facility based solely on their online reviews.
-  **84% of people** trust online reviews as much as personal recommendations.
-  **54% of patients** are very comfortable with their providers seeking advice from online communities to better treat their conditions.
-  **Only 26% of all hospitals** in the US participate in online exposure.





Patient

How to efficiently find the best health care options available worldwide?



Hospital

How to become a valid option for patients worldwide? How to capture and share the patients' service experience?



First: Claiming your profile



The hospital **Claimed its Profile** in Best Hospital Advisor



It contracted a **Preferred Package** that gave the hospital access to more features and the **Patient Experience Capture Platform**





Second: Defining a pilot



A **Pilot Project** was defined with the objectives of:

- i. **Capturing** patient's feedback and satisfaction and
- ii. **Sharing** the results with potential customers worldwide through Best Hospital Advisor



Choose a **General Medical Check-Up service** to initially request patients for feedback via tablet through **5 weeks** to gather feedback and evaluation in **26 different criteria.**





Third: Manage the results



Monitors the Metrics in real time through the dashboard



Take **Corrective Actions** are taken daily based on the information to improve the services quality



Track Progress and evaluate performance



Success

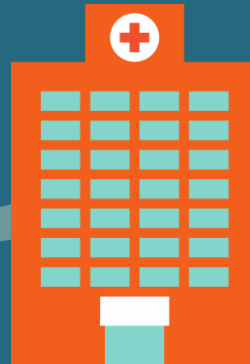
Our Numbers



Best Hospital Advisor



487,659 + Reviews



8,400+ Providers



65+ Specialties



1,300 Procedures



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BHA is not a social network, it gathers reliable evidence systematically using a range of techniques including focus groups, one-to-one interviews, and local institutions. BHA selects the most appropriate methods for collecting consistent and verified reviews.



Partnering with BHA brings an enterprise-class technology solution that streamlines processes, eliminates paper-based patient satisfaction surveys and consolidates client data into one database.



**At its core is maximizing
value for patients**



Providers and Patients data in one place



Access and view patients reviews



Share our ROI: get a commission of each provider that enroll our premium plan.



**Our platform provides a
holistic patient overview of
your providers.**



Joe Shaw

"Best Hospital in Utah...."

★★★★★ Reviewed 4 days ago

Best Hospital in Utah. Top for Cardiology and has Great Cardio surgeons. Parking is ample. The cafeteria is top notch! Fantastic staffing and valet parking....wow!



James
Gormley

"We are so impressed..."

★★★★★ Reviewed 4 days ago

We are so impressed with the excellent care that our daughter received in the ER tonight. In the past year, we have been to two other hospitals, including a large one in Pittsburgh, and GCMC surpassed them in competency in our experience. Good job! Thank you, Marnee Gormley



charles
chiles

"Sharp Memorial Hospital is..."

★★★★★ Reviewed 4 days ago

Sharp Memorial Hospital is one of the best hospitals in San Diego County. The Rady Children's Hospital - world renowned for its cancer research - is located on the hospital grounds, as well as the Sharp Mary Birch Hospital for Women and Newborns; the Sharp Rehabilitation Center and the Mesa Vista Drug Treatment and Behavioural Center, are all subdivisions of this marvelous clinical complex.



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“Acute NHS trusts spend £55.6 billion every year, £33.9 billion of which goes on staffing. Lord Carter estimates a 1% improvement in staff productivity will save the NHS £280 million a year, which equates to hospitals using new working methods that would save every member of staff 5 minutes on an 8 hours shift.”

Baron Carter of Coles

Chairman of the review panel examining the future of NHS pathology



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