

Case Study

Client Situation: Professional services firm in urban market continuously innovating to maintain positioning as employer of choice through value added benefits and services to employees.

QuadMed Solution: Two onsite clinics with performance guarantees tied to quality and satisfaction. Benchmarks established for tracking performance.

QuadMed Results: Over 6,000 primary care visits in Year 1, far exceeding initial projections given enthusiastic response by employees. >\$2.5M in savings generated. Customer satisfaction composite score of 98%.

Customer Satisfaction Scorecard

Metric	QuadMed Performance	Performance Guarantee Target
Convenience of the Office Location	95%	90%
Courtesy of staff members and ease when making an appointment	99%	90%
Friendliness and courtesy of the reception / front desk personnel	98%	90%
Length of time you waited in waiting room	93%	90%
Length of time you waited in the exam room or office	94%	90%
Quality of time you spent with the provider you saw	100%	90%
Explanation of the services provided to you during the visit	100%	90%
Personal manner of the provider or nurse you saw	100%	90%
Technical skills of the provider you saw	100%	90%
Overall visit	100%	90%
Composite Score (Average of All Satisfaction Questions)	98%	90%