

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%