

CASE STUDY

How One Health System Is Using PEP Health to Listen Better and Transform Decision-Making

A rural, Southeastern academic health system, serving a large and diverse population, including 12–15% uninsured patients, struggled to get meaningful insights from traditional surveys. As a safety-net provider, they needed a faster, more inclusive way to hear from all patients and guide resource planning.

By partnering with PEP Health, they analyzed unsolicited patient commentary from over 8 million online sources — uncovering the voices and issues their surveys missed and enabling a shift from reactive, survey-based approaches to proactive, patient-centered decision-making driven by real-time insight.

APPLICATIONS & IMPACT

- PEP Health data revealed specific pain points around the orthopedic clinic's design and layout, leading to complete redesign of the reception area, updated branding, and improved layout that addressed exact patient concerns.
- Service lines across the entire organization now exclusively use PEP Health data over surveys to guide decision-making, citing the richer insight, faster turnaround, and greater inclusivity of patient voices as the key drivers behind the transition.
- When official HCAHPS scores improved to 4-stars, leaders noted that PEP Health data had predicted the shift 9 months earlier. The alignment confirmed PEP Health's predictive capabilities and value as a true leading indicator of patient experience.

24/7

Continuous coverage of patient feedback

100%

Service lines exclusively using PEP Health data over surveys

9 Month

Accurate prediction of HCAHPS performance

CONTACT US

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“WHAT THE HEALTH SYSTEM SAID

“PEP Health's technology offers a new and comprehensive way to deeply listen to patients as well as potential consumers and puts us in a better position to make more informed experience decisions. This partnership supports our ongoing commitment to deliver safe, highly reliable human-centered care to the communities we serve.”