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For Immediate Release

WCHS Uses Happy Or Not To Solicitate Immediate Feedback

Winnebago, NE – The Winnebago Comprehensive Healthcare System (WCHS) is implementing Happy Or Not. The Happy or Not program will allow WCHS to collect real-time feedback to improve patient experiences across the organization.

Happy or Not is a software solution that uses simple emoji-inspired questioners to collect real-time patient satisfaction snapshots on easy-to-use kiosks and tablets. When visiting WCHS, you will see three stand-alone kiosks and two portable Happy or Not tablets. These fixed and mobile locations will allow all patients, no matter what service they are utilizing to provide immediate feedback with simple taps of their fingers.

Helping lead WCHS strategic planning efforts is Chief Administrative Officer, Sharon Frenchman. “Whether it is surveys or follow-up calls, we always want to provide our patient community with opportunities to be heard.” Frenchman confirms, “Your feedback is critical. Our leadership wants to know what our audience is saying and use that input to help inform every decision we make.”

Happy or Not allows us to measure satisfaction levels through a short limited-question survey that provides real-time data-driven insights and analytics. The surveys are anonymous and there is no identifiable information tied to a visit. There is also a place to type in comments if you would like to better explain your response.

Chief Executive Officer, David Edwards explains “An attitude of self-determination is what brought WCHS where we are today and we want to continue to keep our patients and community and their voices at the center of our strategy going forward.”

WCHS is committed to providing quality patient care and top-notch patient care every time. Happy or Not will allow WCHS to identify successes and shortcomings, acknowledge outstanding care, or notice trends so they can keep improving.

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About: WCHS is operated by the Winnebago Tribe of Nebraska and consists of two divisions. Twelve Clans Unity Hospital is a 13-bed state-of-the-art healthcare facility that serves an estimated 10,000 Native Americans who live on the Winnebago Reservation and in the surrounding region. Healthcare services provided by the hospital include an outpatient clinic, inpatient care, pharmacy, radiology, emergency care, medical laboratory, physical therapy, social services, and more. The Winnebago Public Health Department strives to create and maintain a healthy community by providing a wide range of



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total health and wellness programs. These programs include physical, mental, safety, and social services that benefit the Winnebago community. Please visit www.WinnebagoHealth.com to learn more.

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