

BACKGROUND

- New breakthrough approaches to patient experiences and staff engagement challenges that deliver double-digit performance improvements.
- Our unique insights model was first published academically in 2012 and then in an award-winning book, *The HUMAN Brand* in 2013, now cited in over 800 academic publications.
- Validated with feedback from 1.3 million patients and 8,000 care providers since 2019.

CURRENT PARTNERS



ORLANDO
HEALTH®



PEDIATRIC
Urgent Care

Beth Israel Lahey Health



Herself Health

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Founder

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COMPANY OVERVIEW

Fidelum Health is a healthcare experience insights, analytics, and operational improvement consulting firm. Our proprietary insights and impact methods enable effective ways to improve patient and care provider experiences.

KEY BENEFITS OF WORKING WITH US

We enable significant improvements on these key performance measures:

- Improved staff engagement with higher retention and lower turnover
- Improved patient relationships, safety and outcomes
- Lower costs and greater revenue with higher financial stability
- Enhanced patient feedback ratings and public reviews

FIDELUM HEALTH SOLUTIONS THAT DRIVE IMPROVED EXPERIENCES AND OUTCOMES

In-Depth Patient & Provider Experience Research

Example: Capture patient attitudes, priorities and perceptions related to the provider, then quantify the impact of patient experiences and loyalty on clinical and financial outcomes.

Experience Tracking and Analytics

Example: Feedback tracking is not sufficient alone. Our unique care experience metrics are supplemental and can be implemented in parallel to provide deeper and more actionable insights.

Non-Clinical Policy & Process Redesign

Example: The most significant barriers to improved experiences and outcomes are usually systemic. We identify underlying causes and redesign processes to ease the delivery of outstanding care.

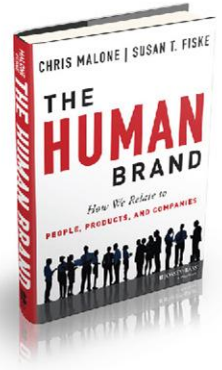
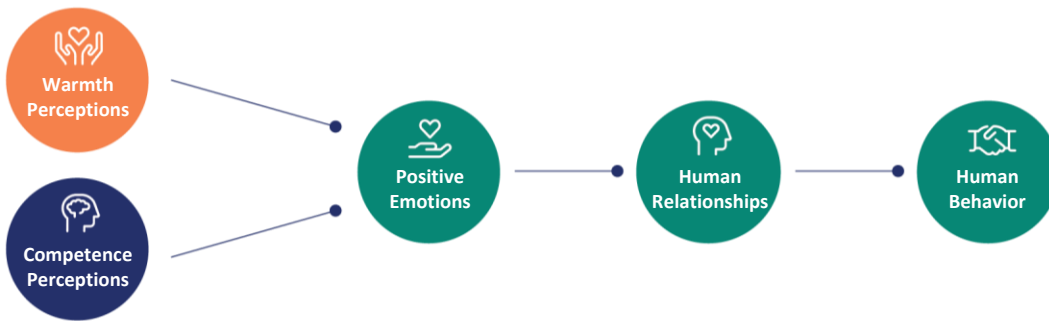
OUR SOLUTIONS WORK WITH MULTIPLE TECHNOLOGY PLATFORMS & PROVIDERS

Fidelum Health works with your existing patient data and feedback providers, such as Press Ganey, NRC Health and Qualtrics, to extract predictive analytics and actionable insights without having to change partners or data collection platforms.

OUR SIGNIFICANT POINT OF DIFFERENCE

Our unique insights and analytics model helps health providers deliver double-digit improvements in patient loyalty and staff retention, by enabling the personalized care and stronger relationships that significantly improve outcomes. The model is simple to implement and has been proven effective across multiple industry sectors including education, non-profit, retailing, consumer products, transportation and business services.

THE HUMAN BRAND® INSIGHTS & ANALYTICS MODEL



Greater Improvement in Patient/Member Relationships & CAHPS Scores

- HUMAN Brand® patient experience measures are +60% more effective than CAHPS metrics predicting and improving patient loyalty, with half as many questions.

Stronger Healthcare Staff Engagement & Retention

- HUMAN Brand® job loyalty measures are twice as effective at driving job tenure as Best Place to Work metrics.

Specific Measures of Financial ROI on Relationship & Engagement Gains

- HUMAN Brand® experience and relationship measures are directly tied to double digit increases in patient preventive care behavior and financial outcomes.

HEALTH EXPERIENCE TRANSFORMATION SOLUTIONS – METHODOICAL BUT AGILE, AND PROVEN EFFECTIVE



Fidelum Health is seeking collaborative partners with a common interest in building lasting relationships with patients and care providers to improve healthcare outcomes.