



ROI: Patient Satisfaction, Physician Job Satisfaction, and Efficient Clinics

95% of patients surveyed are more likely to recommend their doctor because of WellPrept resources.

According to Deloitte, just a 10 percentage point increase in the number of respondents giving a hospital a “top-box” (9 or 10 out of 10) rating is associated with:

- An increase in net margin of 1.4%
- An increase in return on assets (ROA) of 1.3%

Patients’ understanding of their diagnosis and treatment plan is positively correlated with NPS ratings. 97% of patients surveyed say that reviewing WellPrept resources gives them a better understanding of their condition.

The cost to replace a single surgeon is approaching \$1 million.

“Physicians experiencing burnout are more than twice as likely to leave their organization within two years,” said Maryam Hamidi, PhD, during a presentation at the American Conference on Physician Health. According to the AMA, it now costs \$500,000 to \$1,000,000 to replace a top-level surgeon.

Satisfied physicians are less likely to depart. When patients arrive at clinic with a clear understanding of the basics, doctors no longer need to spend that precious, limited time teaching basic anatomy and physiology. Office visits can be spent on the personal, 1-to-1 interactions that doctors find most meaningful and that most benefit patients.

Pre-education decreases no-shows from 15.0% to 4.6%.

A [study](#) published by the NIH demonstrated that providing new patients with information two weeks prior to their outpatient appointment reduced the non-attendance rate from 15.0% to 4.6%. Groups that use WellPrept report fewer missed appointments and fewer patient phone calls, freeing staff to care for patients in the clinic.

“I wish every provider used WellPrept. It would make our life a lot easier. It gives us a fast, easy way to communicate with patients. Now we can keep going, keep moving, getting things done. And patients love the resource pages.”

—Anne Shelinsky, Nurse Navigator, Fox Chase Cancer Center

