

For Immediate Release

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Collaboration Brings the Best of Patient Experience to Medicine

Qm2 Solutions, a Wisconsin based company that engages patients on behalf of healthcare providers in 30 states has partnered with KPI Ninja of Lincoln, a pioneering healthcare analytics company based in Nebraska to offer a best-in-class patient experience solution they call SEngage Experience Ninja.

SEngage Experience Ninja gives healthcare providers a flexible tool to measure experience and deliver actionable insights to drive better outcomes.

“We could not be more excited to add KPI Ninja’s outstanding capability to our patient experience line,” said James Benson, President and Founder of Qm2 Solution. “We developed SEngage® to help medical practices improve patient experience and deliver better health outcomes. KPI Ninja’s analytic capability takes data we receive from patients and creates insights that practice leaders can use to make real improvements in how they deliver care,” Benson said.

Talking about SEngage’s capabilities, Benson said that “it’s about getting information into physicians’ hands so that they make improvements in the way they interact with patients while building on what they do best to make a difference in their lives”.

SEngage Experience Ninja was first implemented at the Texas ENT, a 35-physician Otolaryngology and Allergy practice in Houston, Texas.

“When our practice went live with SEngage Experience Ninja in September, the information and questions offered by the solution helped physicians understand and appreciate patient experience in our practice,” said Louise Eddy, Executive Director of Texas ENT Specialists. “I can honestly say that information we received from this system has driven some of the most meaningful conversations about patient care that our group has had in years,” Eddy said.

“When we get ready to review the results from SEngage’s Experience Ninja, a room full of physicians become engaged and interested. While we are pleased that this is useful in our MACRA reporting, it is doing much more than help us report. It’s helping us focus on patients first” Eddy said.

Vineeth Yeddula, co-founder of KPI Ninja sees the partnership as one that brings huge value to healthcare organizations—big and small.

“At KPI Ninja, we saw the need to deliver analytics solutions to medical groups at an affordable price. We’ve seen clients struggle with the cost of acquiring patient-reported experience data. They are also frustrated with large-market solutions that are expensive and require significant resources to manage. Joining hands with QM2 enables us to offer a solution that brings world-class analytics capabilities at an affordable price.”

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