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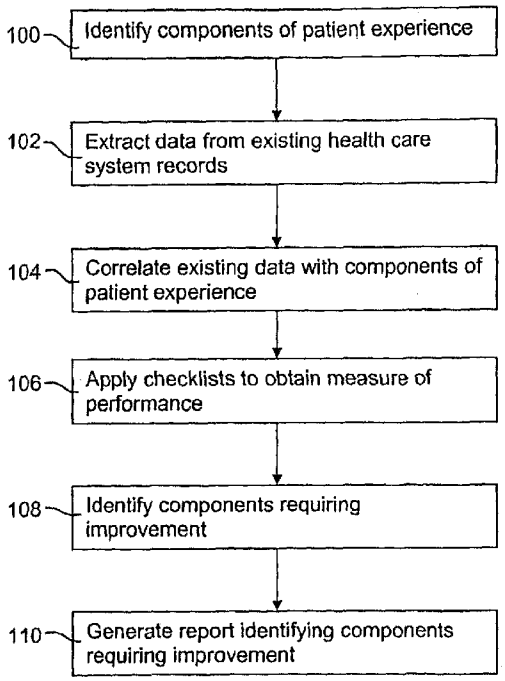
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(54) Title: INTEGRATED SYSTEM AND METHOD OF PROVIDING SERVICES



(57) Abstract: The present invention provides a method of improving the delivery of services of a health care system by the application of a business change process to an existing health care system including the steps of: identifying components of patient experience as a patient is processed through the health care system; extracting existing data included in one or more data bases, pertaining to the health care system, identifying existing data that correlates with components of the patient experience and extracting that data and associating it with the relevant component, or interfaces therebetween, for subsequent analysis; obtaining a measure of the performance of the patient experience components by applying pre-defined checklists of queries to each identified component, and interfaces therebetween, and obtaining and rating responses to the queries, said patient responses collected from devices in electronic communication with a data gathering and recordal system and combining with any relevant existing data as it pertains to corresponding components; identifying services in the patient experience components, and the interfaces therebetween, that require improvement by comparing the electronically stored data pertaining to rated responses and any available correlating data obtained from the health care system with predefined indicators in relation to the provision of health care services; and generating an electronic report that identifies the patient experience components and interfaces therebetween and includes an indication of those components and/or interfaces requiring improvement.

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