efeedor

TRANSFORM YOUR HEALTHCARE EXPERIENCE WITH EFEEDOR

About Efeedor:

Efeedor is a comprehensive healthcare experience management platform designed to bridge the experience gaps in healthcare. Efeedor has developed a suite of software solutions aimed at enhancing patient experience, improving quality and safety, and driving operational excellence. With a strong emphasis on regulatory compliance, Efeedor empowers healthcare organizations to deliver exceptional care through innovative solutions while ensuring adherence to industry standards such as NABH and JCI.

Vision & Mission:

Efeedor's mission is to create simple, user-friendly software products that healthcare organizations worldwide can easily adopt and innovate with. Our vision is to build a global software brand, made in India and designed for the world, offering solutions that bridge experience gaps, optimize healthcare delivery, and provide hospitals with clear insights into return on investment.

CORE COMPETENCIES

PATIENT EXPERIENCE

QUALITY & PATIENT SAFETY

OPERATIONAL EXCELLENCE

Efeedor Patient Feedback System

The Efeedor Patient Feedback System is a multi-channel, multilingual platform that captures patient feedback at every hospital touchpoint using expert surveys. It helps healthcare organizations analyze feedback, address negative experiences, and identify improvement areas with real-time alerts and insightful dashboards.

LISTEN TO PATIENTS → **ANALYZE WITH DASHBOARDS** → **ACT ON NEGATIVE FEEDBACKS** → **IMPROVE WITH INSIGHTS**

KEY FEATURES & BENEFITS

- Omnichannel feedbacks
- Data Driven Insights
- Multilingual Forms
- Ticketing & Escalations

WHY EFEEDOR PATIENT FEEDBACK SYSTEM?

10 MN+
PATIENT FEEDBACKS COLLECTED

6X
SURGE IN PATIENT SATISFACTION & RETENTION

165%
Google Reviews 5.0
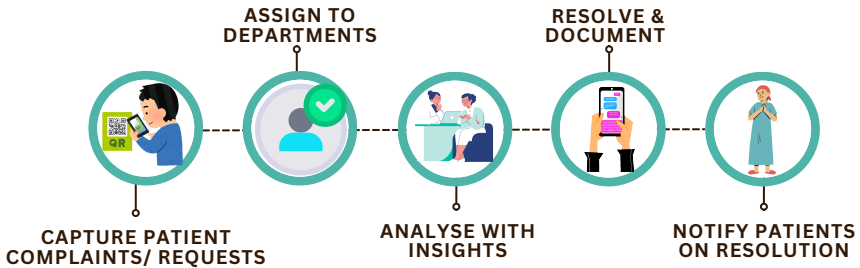INCREASE IN 5 STAR RATINGS & REVIEWS

3X
IMPROVED PATIENT RETENTION RATES

Efeedor Patient Concierge System

In today's competitive healthcare landscape, delivering exceptional patient experiences is key to satisfaction and retention. Efeedor Patient Concierge Software is designed to enhance patient satisfaction and loyalty by efficiently managing patient complaints and requests during their hospital stay.

ASSIGN TO DEPARTMENTS

RESOLVE & DOCUMENT

CAPTURE PATIENT COMPLAINTS/ REQUESTS

ANALYSE WITH INSIGHTS

NOTIFY PATIENTS ON RESOLUTION

KEY FEATURES & BENEFITS

Instant Concern Reporting for patients

Real-time notification for stakeholders

Centralized complaint tracking

Analytics & reporting

WHY EFEEDOR PATIENT CONCIERGE SYSTEM?

3 MN+	8X	165%	135%
PATIENT COMPLAINTS & REQUESTS SERVED	BOOST IN PATIENT SATISFACTION & LOYALTY	INCREASE IN 5 STAR RATINGS & REVIEWS	ENHANCED STAFF AND OPERATIONAL EFFICIENCY

Efeedor Internal Service Request Tool

Efeedor Internal service request tool is a software solution designed to manage and track internal service requests within a healthcare organization. It enables healthcare staff to submit, monitor, and resolve various operational, IT, Biomedical or maintenance-related requests efficiently.

RAISE INTERNAL REQUESTS → **ASSIGN TO DEPARTMENTS** → **RESOLVE REQUESTS** → **NOTIFY STAFF ON RESOLUTION**

KEY FEATURES & BENEFITS

- Healthcare-Aligned facility request forms
- Automated Workflow
- Real-time notifications to right stakeholders
- Centralized Request Management

WHY EFEEDOR INTERNAL SERVICE REQUEST?

3 LAKH+
SERVICE REQUESTS RECORDED

4X
IMPROVED STAFF PRODUCTIVITY & EFFICIENCY

150%
ENHANCED TRANSPARENCY & ACCOUNTABLILTY

100%
COMPLANCE WITH HEALTHCARE STANDARDS

Efeedor Asset Management Software

Efeedor Asset Management Software is a digital tool designed to track, manage, and optimize the use of physical assets, such as medical equipment, biomedical devices, furniture, and IT infrastructure. It helps healthcare facilities ensure the efficient operation of critical assets, extend their lifespan, and reduce costs by automating processes like asset tracking and maintenance scheduling.

REGISTER ASSET → **ASSIGN, MONITOR & TRACK ASSET** → **MANAGE MAINTENANCE** → **OPTIMIZE INVENTORY**

KEY FEATURES & BENEFITS

Asset Tracking

Asset Performance & Analytics

Maintenance Scheduling and Alerts

Asset Allocation and Utilization

WHY EFEEDOR ASSET MANAGER?

3OK+
ASSETS MANAGED

2X
IMPROVEMENT IN ASSET UTILIZATION

100%
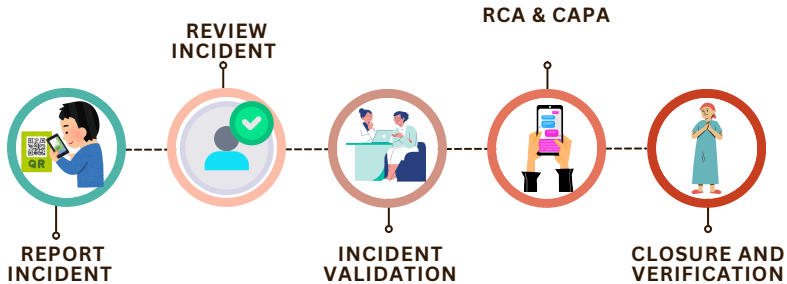ADHERENCE WITH REGULATORY STANDARDS

3X
STREAMLINED MAINTENANCE MANAGEMENT

Efeedor Incident Management System

Efeedor's Incident Management System enables hospital staff to efficiently document, investigate, and resolve incidents, ensuring a safe environment for patients and providers. By streamlining processes, it enhances transparency, reduces risks, and promotes continuous improvement in healthcare delivery.

REVIEW INCIDENT

RCA & CAPA

REPORT INCIDENT

INCIDENT VALIDATION

CLOSURE AND VERIFICATION

KEY FEATURES & BENEFITS

Healthcare Aligned Incident Parameters

Easy Documentation and Reporting

Dashboard Analytics to identify patterns

Adhrence to Compliance Protocols

WHY EFEEDOR INCIDENT MANAGEMENT SYSTEM?

3OK+

INCIDENTS RECORDED

4X

IMPROVED PATIENT SAFETY & CARE QUALITY

2X

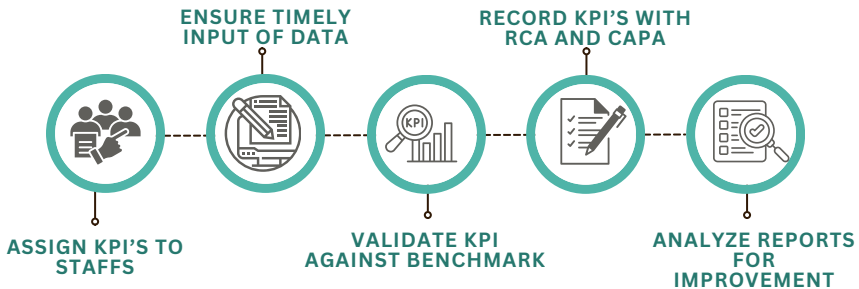FASTER INCIDENT RESOLUTION

100%

COMPLANCE WITH HEALTHCARE STANDARDS

Efeedor Quality Indicator Management

Efeedor Quality Indicator (KPI) Management Software is a powerful tool that helps healthcare organizations efficiently manage clinical and non-clinical quality indicators digitally. It ensures compliance with accreditation standards like NABH and JCI, while driving continuous improvement in performance and patient care.

ENSURE TIMELY INPUT OF DATA

RECORD KPI'S WITH RCA AND CAPA

ASSIGN KPI'S TO STAFFS

VALIDATE KPI AGAINST BENCHMARK

ANALYZE REPORTS FOR IMPROVEMENT

KEY FEATURES & BENEFITS

Simplified KPI forms

Easy documentation & real-time monitoring

Assign KPI's to departments

Audit-ready reports

WHY EFEEDOR QUALITY INDICATOR MANAGER?

5K+	**2X**	**3X**	**100%**
INDICATORS RECORDED	IMPROVED EFFICIENCY AND ACCURACY	QUALITY IMPROVEMENT	ADHERENCE TO QUALITY STANDARDS

Efeedor Audit Management System

AUDIT DIGITIZATION

Efeedor Healthcare Quality Audit Management Software streamlines the audit process for healthcare organizations, enabling seamless planning, management, and tracking of clinical and non clinical audits. It helps ensure compliance with regulatory bodies like NABH and JCI, prioritizes patient safety, and upholds high care standards. With simplified audit forms that allow staff to conduct audits on the go and features to ensure staff accountability, Efeedor supports adherence to regulatory standards and continuous quality improvement.

ASSIGN AUDIT RESPONSIBILITIES → **ENSURE TIMELY AUDITS** → **MANAGE & TRACK** → **ANALYZE & IMPROVE**

KEY FEATURES & BENEFITS

- Industry Aligned Pre-built Audit forms
- Simplified Data Collection and Reporting
- Real-time tracking
- Adhrence to Regulatory Compliance Protocols

WHY EFEEDOR AUDIT MANAGER?

5K+
AUDITS RECORDED

4X
IMPROVED ACCURACY AND ACCOUNTABILITY

3X
COST SAVINGS

100%
COMPLAINCE WITH REGULATORY STANDARDS

Efeedor Learning Management System

Efeedor Learning Management System (LMS) is a robust software tool designed to manage staff training and learning development in healthcare organizations. It simplifies course creation, progress tracking, and assessments, enabling seamless training delivery across departments and streamlining the onboarding process. The system helps ensure compliance with industry regulations and standards while effectively supporting continuous learning and development initiatives.

CREATE COURSES → **ENROLL STAFFS** → **MONITOR & TRACK PROGRESS** → **CONDUCT ASSESSMENTS**

KEY FEATURES & BENEFITS

- User-friendly course creation interface
- Supports multimedia content
- Real-time staff progress monitoring
- Mobile Accessibility

WHY EFEEDOR LEARNING MANAGER?

3X	**2X**	**3X**	**2X**
ENHANCED TRAINING EFFICIENCY	BETTER STAFF PERFORMANCE	COST AND TIME SAVING	IMPROVED COMPLIANCE

WHY EFEEDOR?

efeedor

100+
HOSPITAL BRANDS

30+
SERVING CITIES

3X
COST SAVING

10 MN+
PATIENT & STAFF
ENGAGEMENTS

50+
YEARS OF CUMULATIVE
HEALTHCARE EXPERIENCE

100%
ADHERENCE WITH
REGULATORY STANDARDS

TRUSTED BY HEALTHCARE INDUSTRY LEADERS

kauvery hospital

Sagar Hospitals®
With You. For Life.

MEITRA HOSPITAL

UNITY Hospital
expect life

Indiana Hospital & Heart Institute

St. Philomena's Hospital

Kangaroo Care
It's all about Women and Children

malabar hospitals

MEDICAL TRUST HOSPITAL

Billroth Hospitals

P. D. HINDUJA SINDHI HOSPITAL

sarji hospital
Delivering your hopes...

ST. MARTHA'S HOSPITAL
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milann
The Fertility Specialists

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VAIDYARATNAM
Nursing Home

St. James' Hospital
CHALAKUDY, THRISSUR DIST., KERALA - 680 307

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WE CURE WITH CARE

Jayadev Memorial
Rashtrotthana Hospital
&
Research Centre

"Quality means doing it right when no one is looking"

– HENRY FORD

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