



Capital Health Chooses Agili-T to Measure Patient Satisfaction

Will manage in-patient and out-patient surveys for next 3 years

MONTREAL - Agili-T Health Solutions Inc. is pleased to announce that it has been awarded a contract to manage the in-patient and out-patient surveys for **Capital District Health Authority** for the next 3 years.

Capital Health exists within the largest integrated academic health district in the Maritimes, known as the Capital Health District. The Capital Health District is one of nine health districts in Nova Scotia. The Capital Health District consists of the Halifax Regional Municipality and the western portion of Hants County in Nova Scotia.

Capital Health provides core health services to 395,000 residents, or 40 per cent of the population of the Nova Scotia and tertiary and quaternary acute care services to residents of Atlantic Canada. Specialized adult health services are provided to a referral population from the rest of the province of 550,000, and to residents of New Brunswick and Prince Edward Island. 9,985 staff are employed within Capital Health.

As part of its client-focused strategy and to improve the quality of care, Capital Health will be implementing a continuous patient feedback survey program. The survey will target approximately 13,000 in-patients and out-patients a year with questionnaires being mailed to patients on a monthly basis commencing August 2007. In addition to the paper questionnaire, patients will have the option to complete the Web survey over the Internet. Agili-T shall manage the entire survey process including survey distribution and data collection and will provide Capital Health with real-time reporting and analytics through its powerful Androfact™ survey application.

“We looked at various survey options and vendors across Canada and selected Agili-T because they were able to fit our needs” says **Pauline MacDonald**, *Quality Consultant* for Capital Health. “Agili-T offers Capital Health the opportunity to gather patient feedback in a cost effective and an efficient manner. We can continue to results by facility and service, and prepare manager / director specific reports” say Mrs. MacDonald. “We also have comparator data as other districts within Nova Scotia have adopted Agili-T’s approach and tools. We expect that our patient feedback mechanism will be enhanced and better enable us to guide our quality improvement efforts.”

AGILI-T HEALTH SOLUTIONS INC.

7575 Trans Canada Highway, Suite 500, Montreal, Quebec H4T 1V6
Telephone: (514) 336-0207 • **TOLL FREE : 866-341-7796** • Fax: (514) 337-3989





Press Release

“Capital Health is a major achievement for our company” says Richard Pridham, President of Agili-T Health Solutions. “It continues to demonstrate our ability to manage complex survey projects for large regional health authorities. Our client base has grown significantly in the past two years and now spans the entire country from coast to coast strengthening our position as Canada’s leading provider of healthcare survey solutions.”

About Agili-T Health Solutions:

Agili-T Health Solutions is Canada’s leading vendor of healthcare satisfaction measurement and quality improvement services. Our survey services and software tools will allow healthcare providers to improve patient satisfaction, support safety and enhance employee quality of life. Agili-T’s **Androfact™** survey system is a powerful, Web-based and fully hosted healthcare surveying application. It enables hospitals, clinics, continuing care facilities and regional health authorities to collect, analyze, benchmark, and report patient satisfaction levels in a cost-effective and continuous manner. For more information, please visit: www.agili-t.com.

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