



For Immediate Release:

Media Advisory

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**University of Connecticut's John Dempsey Hospital
Dramatically Improves Patient Satisfaction with Meducation®**

Morrisville, NC (August 19, 2013) John Dempsey Hospital, part of the University of Connecticut Health Center, has used Polyglot System, Inc.'s Meducation® software to dramatically improve patient satisfaction scores. Prior to implementing Meducation, the hospital ranked in the 1st and 4th percentiles on certain "HCAHPS" measures. HCAHPS, which stands for "Hospital Consumer Assessment of Healthcare Providers and Systems," is a standardized survey method used by hospitals to calculate patient satisfaction. After adopting Meducation, John Dempsey Hospital's rankings on the same HCAHPS measures reached the 52nd and 98th percentiles.

"Improving patient satisfaction with respect to medications is essential, because it is associated with improved health outcomes," said Dr. Scott Allen, medical director of Clinical Effectiveness and Patient Safety. "In addition, under the Affordable Care Act, a certain percentage of Medicare reimbursement may be lost if a hospital fails to achieve certain HCAHPS scores. Improving these scores can therefore return a substantial bottom line benefit," he continued. "While we expected Meducation to have an impact, we were impressed by how significant the effect was."

Developed under a grant from the National Institutes of Health, Meducation improves the way in which medication instructions are communicated. According to Polyglot Systems' CEO, Sims Preston, Meducation does this "by communicating in a way that takes account of the fact that nearly 1 in every 3 Americans is low-health literate or has limited English proficiency."

Meducation generates medication instructions that are written at reduced reading levels, are available in any of sixteen languages, can be printed in large fonts for those with impaired vision and use pictograms to convey information clearly. For certain especially hard to use medications, Meducation allows patients to access on-line videos demonstrating proper medication use.

"We are thrilled that Meducation is providing so much value to John Dempsey Hospital and its patients," said Preston. "Effective communication has been identified by others as a key driver of patient satisfaction so we expected to have a positive impact. It is great to see that validated."

About the University of Connecticut Health Center

The University of Connecticut Health Center includes the schools of medicine and dental medicine, the UConn Medical Group, University Dentists, and John Dempsey Hospital. Home to [Bioscience Connecticut](#), the Health Center pursues a mission of providing outstanding health care education in an environment of exemplary patient care, research and public service. More information about the UConn Health Center is available at www.uchc.edu.

About Polyglot Systems

Polyglot Systems' award-winning software is designed to improve patient understanding, thereby improving health, reducing costs and increasing patient satisfaction. Polyglot's products have been licensed to hospitals, health systems, clinics, pharmacies and public health departments. www.pgsi.com