



## Empowering Staff Through Patient Feedback at Northwest Radiology

For over 50 years, Northwest Radiology (NWR) has been delivering compassionate care through a comprehensive range of specialized, high-quality imaging services. As one of the largest physician-owned radiology groups in central Indiana, NWR's dedicated team is committed to providing exceptional service.

To continuously enhance their services, NWR utilizes Vital Check™ patient satisfaction surveys to gather feedback on staff, providers, facilities, and more. All feedback is meticulously reviewed and shared with managers at each of NWR's six locations. Positive patient feedback is regularly shared and celebrated across teams, reinforcing quality care behaviors and boosting staff confidence and morale.

This valuable feedback from patients, which recognizes and rewards staff contributions, promotes an organization culture of recognition and appreciation. By valuing and acting on patient insights, NWR ensures that their team remains engaged and dedicated to delivering the highest standard of care. This approach results in a more positive work environment as well as an enhanced patient experience, highlighting NWR's commitment to both its patients and its staff.

