

Make it Easy to Report Problems



Simplify Registration and Check-In



Give Healthcare Professionals an Easy Feedback Loop

Barista QR Codes for Healthcare

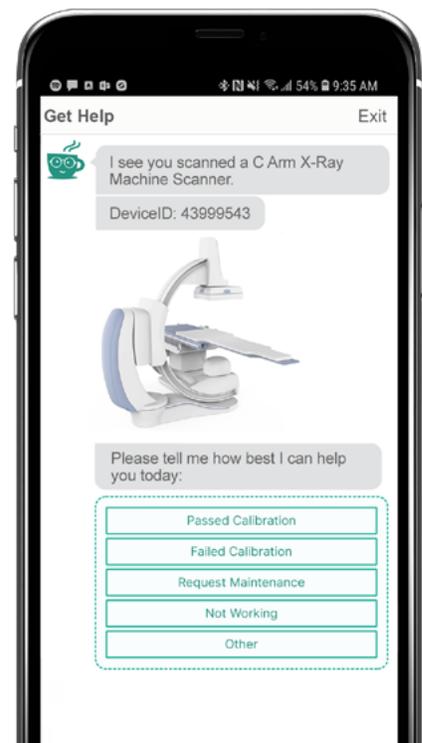
Barista QR codes eliminate the friction associated with healthcare professionals reporting problems, initiating requests, checking into events, providing feedback, and more. When scanned by any Android or iOS device, Barista recognizes a QR code and initiates a relevant experience. The experience can be configured to collect information from the healthcare professional, request feedback, or even deliver a survey. Barista can identify an item or location being scanned and, when integrated with your ticketing system, seamlessly create the appropriate experience and request. By incorporating QR codes, your healthcare organization can improve efficiency, service delivery, and employee satisfaction.

Make it Easy to Report Problems

\$765 billion is lost by the US healthcare system due to unaddressed medical equipment and supply issues alone.

The US healthcare system has a staggering problem related to unaddressed medical equipment and supply issues. Healthcare professionals focus their time on patients and have little time to spare, so problem reporting of heart monitors or other medical devices often goes unreported. Even if they had time, healthcare professionals may not know where or how to report the problem.

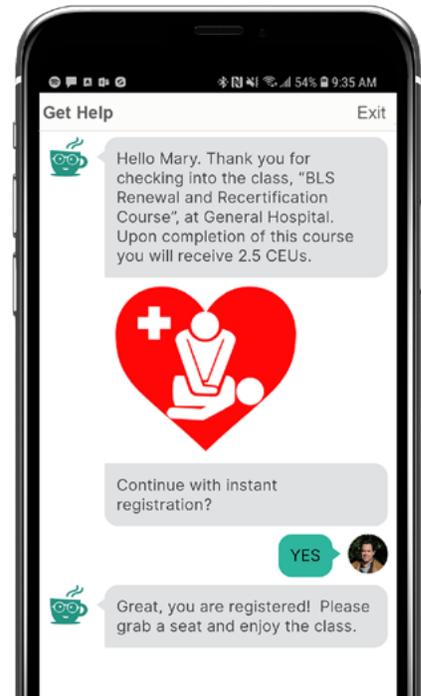
Barista QR codes solve this by enabling healthcare professionals to quickly and easily report issues with medical equipment and supplies. They simply scan a QR code attached to the device or supply cabinet. Barista immediately knows context about the device and location, and will ask questions to further define the issue. Barista then creates the appropriate request so the issue can be resolved.



Simplify Registration and Check-In

80% of check-ins in the consumer world are now performed away from traditional check-in counters – employees expect that in the workplace too.

Barista QR codes can be leveraged for simplifying registration for your healthcare professionals for everything from help centers to internal classes providing Continuing Education Units (CEUs). Upon arrival at the check-in area, healthcare professionals scan a QR code to launch an easy to follow Barista experience, eliminating the frustration of waiting in a long line just to register. Behind the scenes, Barista case management is used to process the registration queue. Alternatively, for organizations with ServiceNow, Barista provides seamless integration, so the queue can be managed from there. Once registered, Barista proactively notifies attendees of their status, including accrued CEU hours, if applicable.



Give Healthcare Professionals an Easy Feedback Loop

Providing easy ways for employees to give feedback is important in any profession to increase employee satisfaction. But in the healthcare industry, feedback loops are essential because timely input can literally mean saving lives.

Barista QR codes provide a simple way for healthcare professionals to provide feedback in the moment when the response is top of mind. For example, QR codes could be placed at nursing stations so that RNs and LVNs can comment on new procedures that have been put into place with the purpose of giving more timely attention to patients. Or QR codes could be placed in break rooms in the hospital to gauge satisfaction to ensure that morale is high, and turnover is low.



ABOUT ESPRESSIVE Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 40 to 60%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).