



## ST JOHN OF GOD HEALTH CARE + QUALTRICS

St John of God Health Care uses Qualtrics to not only measure internal customer satisfaction, but also to understand the needs and wants of various divisions. This ensures that they can deliver quality customer service and enable each division to focus on delivering excellent care to their patients.



ST JOHN OF GOD  
Health Care

SUCCESS STORY

ST JOHN OF  
GOD HEALTH CARE  
ACHIEVED

#1 Healthcare  
provider  
in Australia

120+ Business  
challenges  
implemented



Top results from  
fast and actionable  
insights

“Qualtrics allows us to gain fast insights to improve our business and customer experience.”

JESSICA GOOCH, CHANGE IMPLEMENTATION MANAGER



## CHALLENGE

- ▶ St John of God Health Care implemented a national shared services structure in 2013 to complement the existing group services office, designed to be a central support across all 19 divisions and corporate functions of the business. The shared services and group services span across various functions including Nursing, Medical Services, Health Funds, Finance, IT, Project Management, Legal, Marketing, Procurement, Supply, Workforce, Governance, and Transformation.

## SOLUTIONS, BENEFITS & RESULTS

- ▶ With Qualtrics, St John of God Health Care can now establish metrics with their NPS studies to constantly monitor the various divisions' levels of satisfaction with their services and support.
- ▶ Qualtrics has been implemented for just over a year and already 19 surveys have been completed. A significant uplift has been seen between the first cycles of engagements and the second.
- ▶ With Qualtrics, St John of God Healthcare is able to take action on the insights gained. There have been over 120 tangible business changes which have been implemented based on the feedback from the divisions.
- ▶ St John of God Health Care sees Qualtrics as the key to ensuring they are constantly improving their support and service to all divisions.

## ABOUT ST JOHN OF GOD HEALTH CARE

St John of God Health Care is a leading provider of private hospitals, pathology, home nursing, and social outreach services, throughout Australia, New Zealand, and the wider Asia-Pacific region. They operate 16 hospitals across Australia located in Western Australia, Victoria, and New South Wales, in addition to Pathology, home nursing, and disability services.

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**INDUSTRY**  
Healthcare

**REGION**  
APAC

**COMPANY SIZE**  
Large

**BUSINESS TYPE**  
B2C