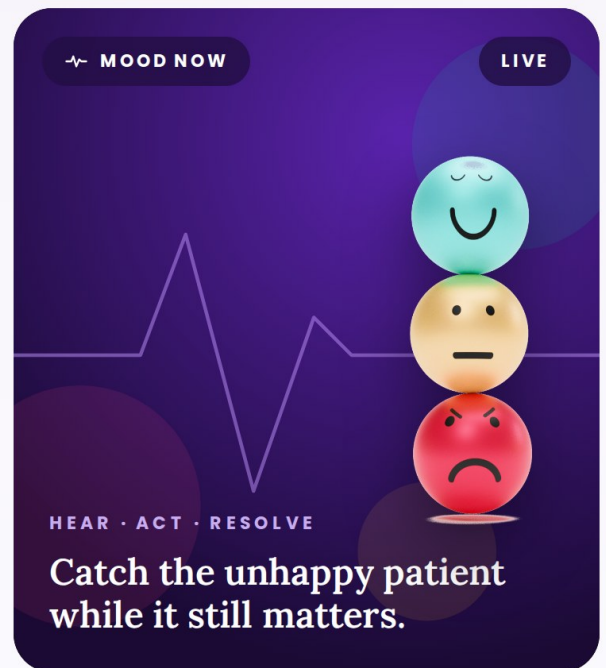


An NPS score is a post-mortem. Mood NOW is a pulse.

Surveys land after discharge — the patient's already home, already upset, already telling everyone. Mood NOW catches each unhappy or angry mood the moment it's felt, turns it into an owned issue on an escalation clock, and drives it to resolution before they leave the bed. **One objective: resolve it now, not explain it later.**



Hear it. Act on it. Resolve it — now.



LIVE

Every mood, live on one wall

Group, hospital or single bed



OWNED

Every issue, owned on a clock

Auto-assigned · routed to an owner



CLOSED

Every fix, told to the patient

SMS sent · logged in daily reports

HOW IT CLOSSES THE LOOP

01

Hear every patient

One QR code inside Patient Connect. Two taps — pick a reason, set the mood. Happy, unhappy or angry, captured the moment it happens, not weeks later in a survey.

02

See it land, live

Every mood appears live on the wall — across the group, the hospital, the ward, down to the bed — colour-coded by sentiment, so a souring ward shows up while the shift can still turn it around.

03

Own it to resolution

Each unhappy or angry mood opens a numbered issue, routes to the right department, and climbs an escalation clock until someone resolves it — then the patient gets the message.

ONE MOOD · BEDSIDE TO RESOLVED



SUBMITTED



ACKNOWLEDGED



ASSIGNED



IN PROGRESS



ESCALATED



RESOLVED



PATIENT TOLD

Feedback you have to chase is feedback you've already lost.

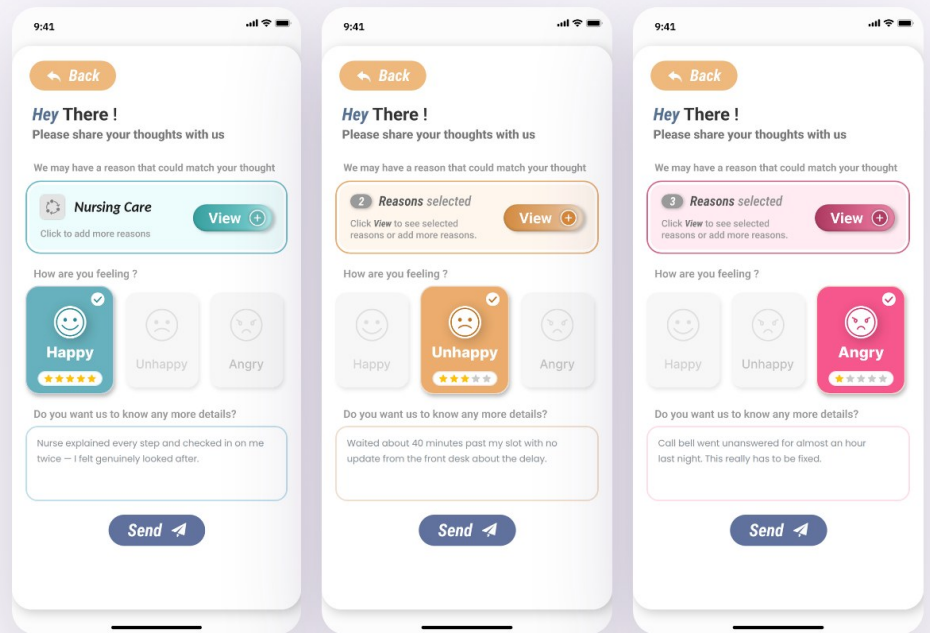
Most unhappiness never reaches you — patients wait for the survey, then score you a 2 from home. Mood NOW cuts the friction: **one QR code inside Patient Connect**, two taps, from any bed — the moment it happens.

Pick a reason — a service, a person, the wait — set the mood and a star; the note is optional. **The tap alone raises the flag**, so even patients who'd never touch a survey get heard. Every mood is stamped to a patient, bed and ward — never anonymous noise.



● TWO TAPS · A REASON, THEN A MOOD

A face, a reason — and you're listening.



ONE SCREEN, ANY MOOD · A REASON, A STAR, AN OPTIONAL NOTE

● ONE QR · PATIENT CONNECT

The patient is already holding the channel.

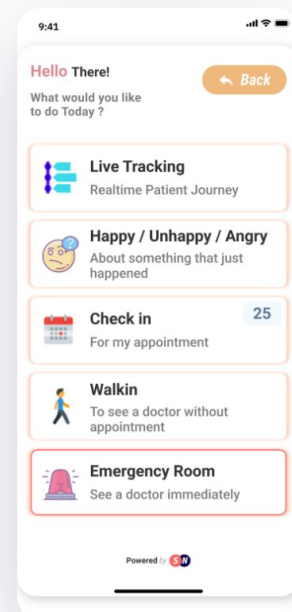
Mood sits right beside live tracking, check-in and the ER queue in Patient Connect — the same app families already use. No new download, no login, no paper card on the meal tray. One scan, and they can speak up the instant something feels off.

1

QR CODE · FROM
ANY BED

0

LOGINS · NOTHING
TO INSTALL

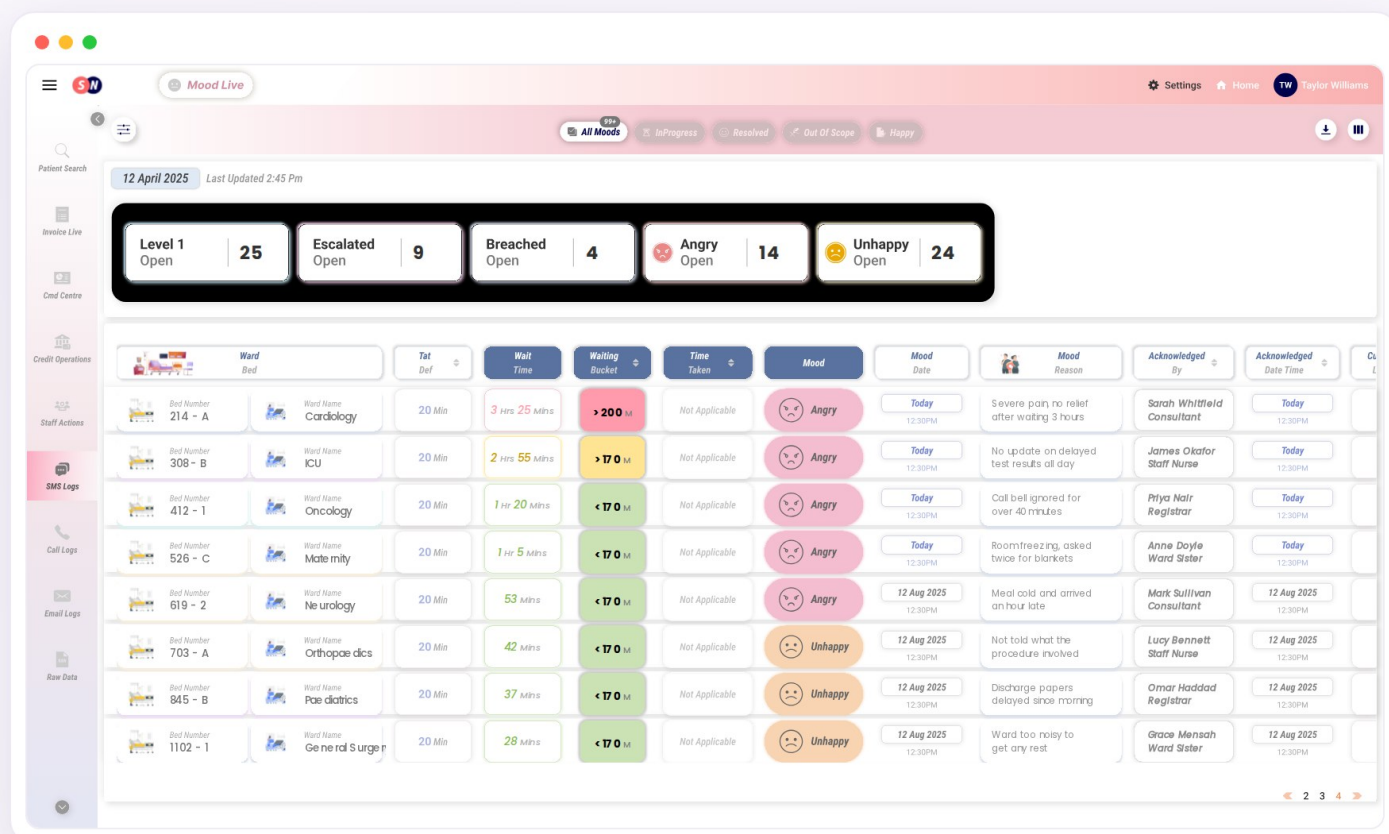


An unhappy or angry mood isn't a data point. It's an issue with a clock on it.

The moment a mood comes in unhappy or angry, Mood NOW turns it into an issue — **numbered, assigned to the right department, and put on an escalation clock.**

Nothing waits for the morning huddle — the clock does the chasing.

MOOD LIVE · THE ESCALATION BOARD



Level 1, escalated, breached — and angry versus unhappy — every open issue lined up by how close it is to breaching its threshold. Miss the window and the issue **climbs the hierarchy on its own** until someone with the authority to fix it has it in front of them.

Auto

ESCALATION
ON A CLOCK

1

ISSUE # PER
UNHAPPY
MOOD

OPEN ISSUES · SORTED BY AGE



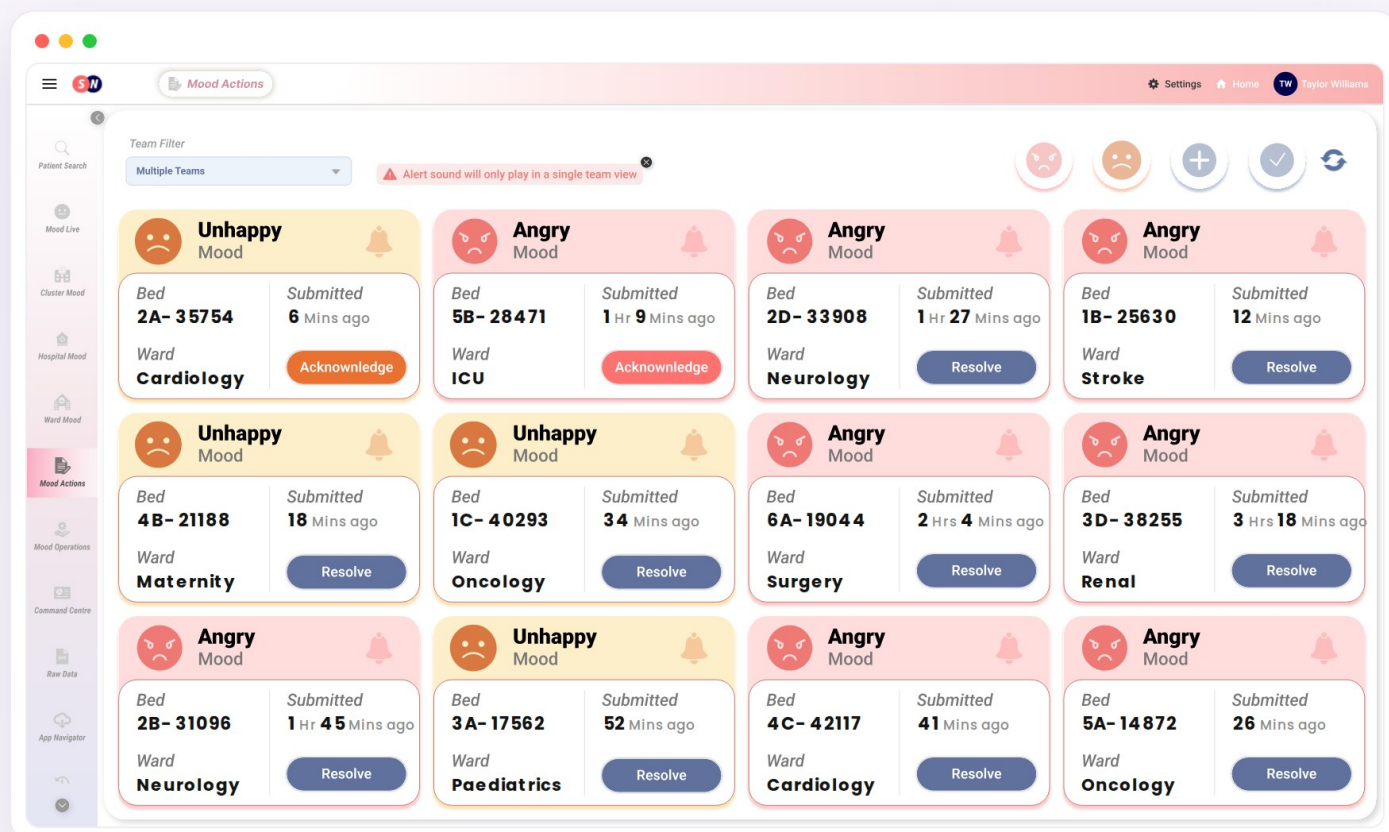
The oldest grievance is the loudest.

Open issues sort by age, green to red, so nothing rots in a queue. The longer one waits, the brighter it burns — the eleven-hour complaint is the loudest thing on the board, so the floor always knows what to pick up first.

A tactical board for the floor.

Escalation decides what matters — the floor tool is where it gets fixed. Every open issue becomes a card a nurse can act on: **filter to the team that owns the queue and clear it card by card**, every action one tap from the bedside.

• MOOD ACTIONS · THE FLOOR TOOL



• Work each card to done

Resolve, reassign or set aside — a clear next step on every card, nothing left ambiguous in a queue.

• Only your queue

Filter to the team that owns it, so each floor sees just the moods it can actually act on.

• A live alert when it lands

A fresh angry mood pings the floor the moment it arrives — not at the next handover.

• THE OUTCOME

Issues get cleared on the floor, in the moment — not piled up for the morning round. **Most are resolved in well under an hour.**

41 min

AVG. RESOLUTION

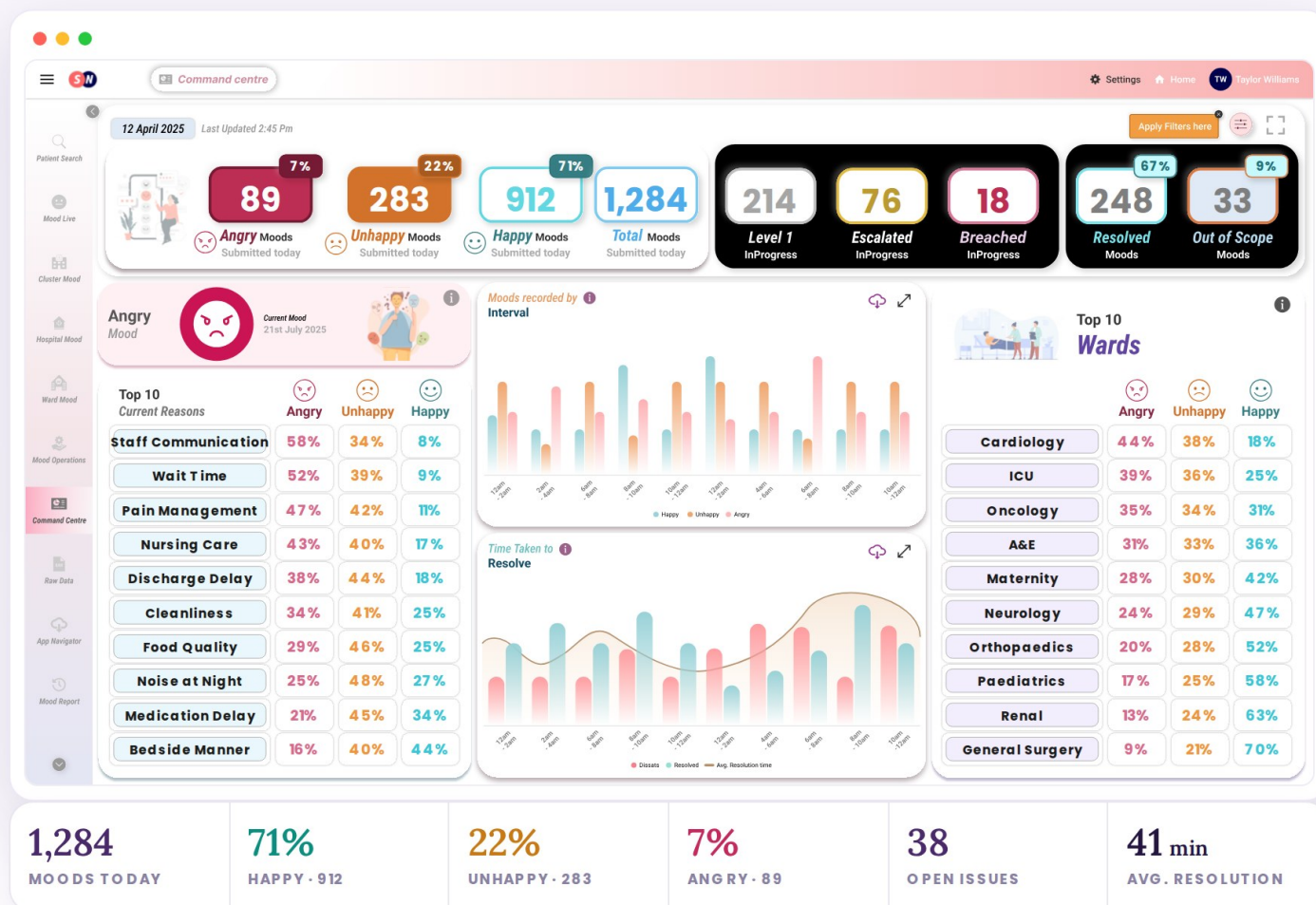
318

CLEARED TODAY

The whole hospital's mood, from command centre to bedside.

Sentiment isn't one number — it's a hospital full of them, changing by the hour. Mood NOW puts them on one wall and lets you zoom: a group of hospitals, one hospital, one ward, one bed — each **colour-coded by mood**, each updating live.

• THE MOOD COMMAND CENTRE



One wall — moods captured, issues open, escalations running, how fast you resolve, the reasons coming up most and the wards under strain — live, for the whole hospital or any single unit. **Supervisors stop asking "how are we doing?"** because the wall already answers.

• Reasons rank themselves

The complaints driving the day sort to the top on their own — nobody tallies them by hand.

• Wards under strain surface

The units taking the most heat are flagged the moment the pattern forms — not at month-end.

• Speed you can defend

Open counts and resolution time sit in the open, so "how are we doing?" is already answered.

THE WHOLE PICTURE · ONE WALL

Group to bedside, one live wall — nobody waits for the monthly report to know how a ward feels.

Live

UPDATES BY THE MINUTE

4 zooms

GROUP · HOSPITAL · WARD · BED

0

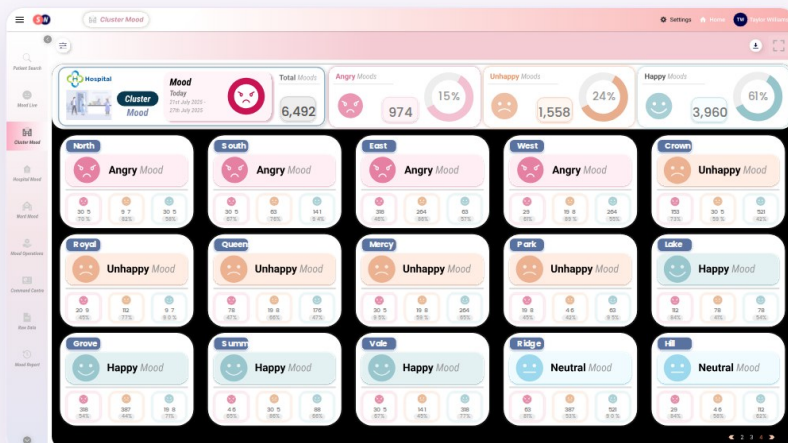
SPREADSHEETS TO CHASE

Zoom from every hospital down to the bedside.

It's never one number on a wall. The same colour language runs through every level — start with a whole group of hospitals and tap inward to a site, a ward, a single bed. **The mood follows you all the way down**, and it's live.

• FOUR ZOOM LEVELS · ONE TAP TO DRILL

01

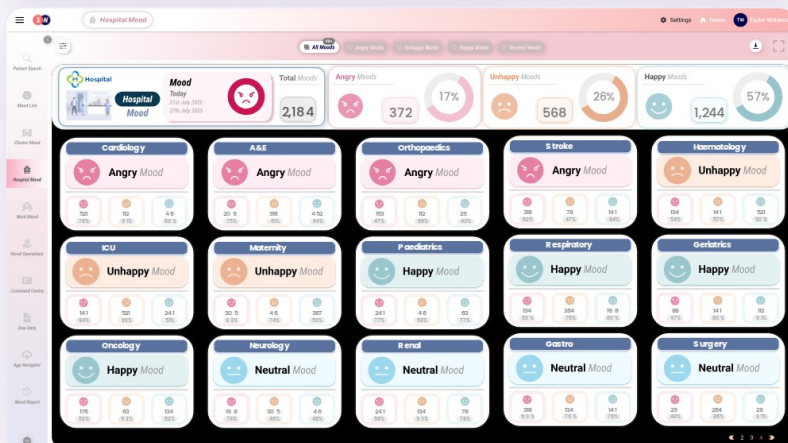


Group

EVERY HOSPITAL

The whole group on one screen — each site a tile, coloured by its live mood.

02

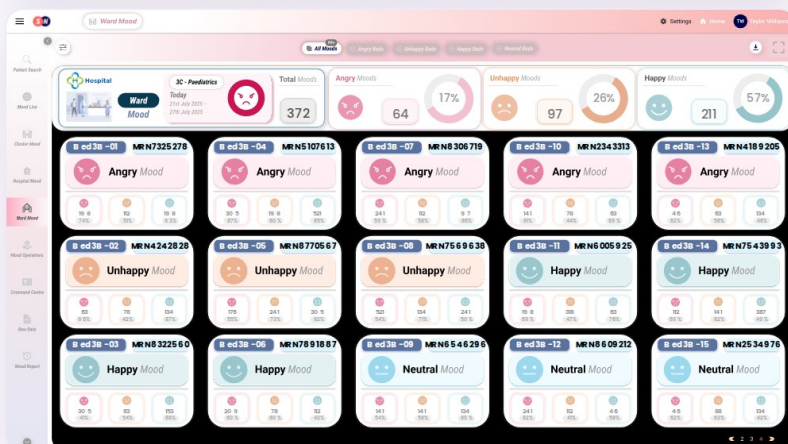


Hospital

EVERY WARD

Open a site and its wards fan out, so you see at a glance which are calm and which are heating up.

03



Ward

EVERY BED

Step into a ward and every bed reports in — a single unhappy patient never hides inside an average.

04

Bed

THE PATIENT

One more tap reaches the individual — the moment, the reason, and who is already on it.

4

ZOOM
LEVELS

Live

UPDATED AS
MOODS LAND

Resolution the patient actually hears about.

An issue isn't closed when a manager clicks "done" — it's closed when the patient knows it was handled. **Every action on Mood NOW can send the patient an SMS**, so the loop shuts where it started: at the bedside.

• THREE WAYS TO CLOSE AN ISSUE

Mark resolved.

Record who fixed it, the team, and how — with a mandatory note — then text the patient that it's sorted.

Out of scope, on record.

Some things aren't yours to fix. Log why, close it cleanly, and still tell the patient where it went.

Reassign in a tap.

Wrong team? Hand the issue to the right one with full context — no detail lost in the handover.

WHAT THE PATIENT SEES

"Sorry about the wait this morning — the ward sister has sorted your pain relief. Thank you for telling us."

A complaint that ends in a text message is a complaint that doesn't end in a one-star survey. The patient who felt ignored now has proof they were heard — before they go home, before they score you.

- Resolved · SMS sent to patient
- Reassigned · context carried over
- Out of scope · reason on record

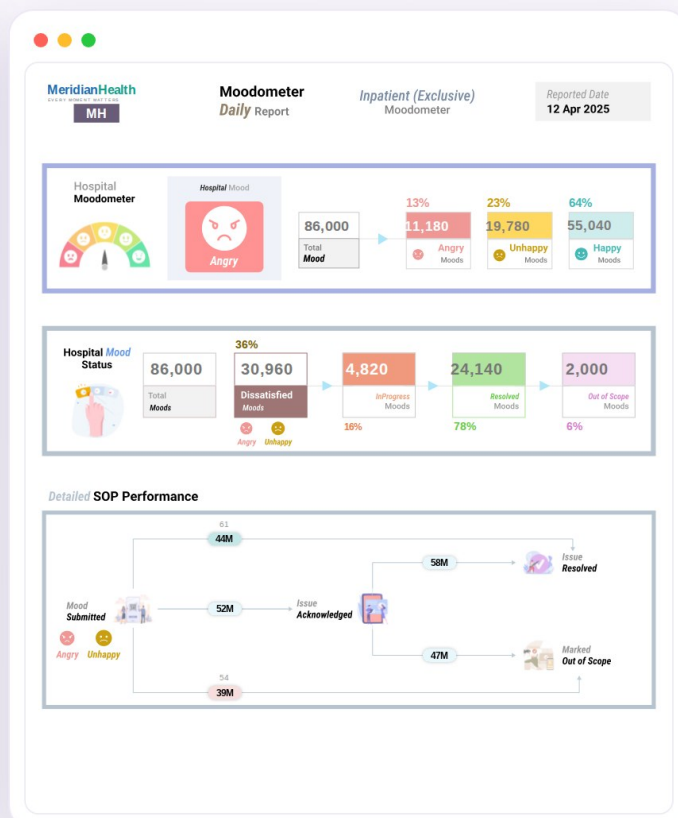
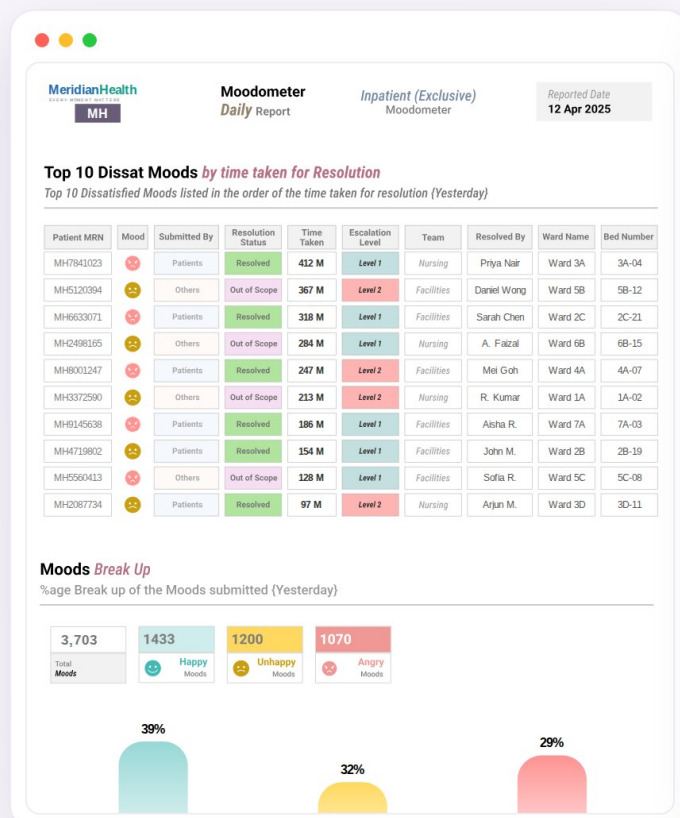
Mandatory

EVERY CLOSE CARRIES A REASON

What you resolved live, in writing every morning.

What the wall shows live becomes the record the group runs on – the Moodometer, the resolution funnel, the slowest issues and the teams behind them – delivered before anyone asks for it.

● REPORTS · DAILY & MONTHLY



Total moods and the happy / unhappy / angry split; dissatisfied versus resolved versus out-of-scope; the ten slowest issues by resolution time, with team, ward and escalation level. The **Moodometer** emailed daily and monthly – and every row exportable when the analysts want to go deeper.

Daily
EXEC
SUMMARY

Monthly
ROLL-UP

Raw
ONE-
CLICK
EXPORT

One objective — resolve it now, not explain it later.

Mood NOW runs on the same SOPEONOW platform as OR NOW, ER NOW and Patient Connect — one system underneath, nothing new to maintain. Book a walkthrough and watch a souring ward turn around in real time.

WWW.SOPEONOW.COM

SOPEONOW · MOOD NOW

