

Humanizing Healthcare Experience



Medallia is the global leader in experience management, trusted by the world's most respected organizations to turn feedback into meaningful action. Its AI-powered platform captures billions of signals in real time across every interaction, transforming them into insights that drive measurable results. With deep healthcare expertise, a strong partner ecosystem, and recognition from leading industry analysts, Medallia empowers healthcare systems to deliver experiences that build trust, strengthen loyalty, and improve patient outcomes.

Empowering Nursing Excellence through Real Time Patient Feedback

Northwestern Medicine leverages Medallia's platform to empower frontline leaders and nursing teams with real-time patient insights. This continuous feedback loop supports Magnet®-level performance, strengthens communication, and ensures every patient voice drives meaningful improvement.



Learn more

Short, Modern, Smart

Together, Northwestern Medicine and Medallia transformed the patient feedback process by simplifying surveys, unifying patient (CX) and employee (EX) data, and surfacing real-time insights to enable timely coaching and recognition. The result is a more engaged workforce and measurable improvements in performance.



Learn more

Americans Call for Trust and Change in Healthcare

As the listening partner for the Beryl Institute's PX Pulse, Medallia amplifies the voice of the American healthcare consumer, uncovering how trust, communication, and empathy shape patient experience nationwide. Together, we provide leaders across the healthcare ecosystem with powerful insights that drive meaningful change, build trust, and humanize care at scale.



Learn more

Learn more about our Medallia's Healthcare solutions: www.medallia.com/solutions/healthcare

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