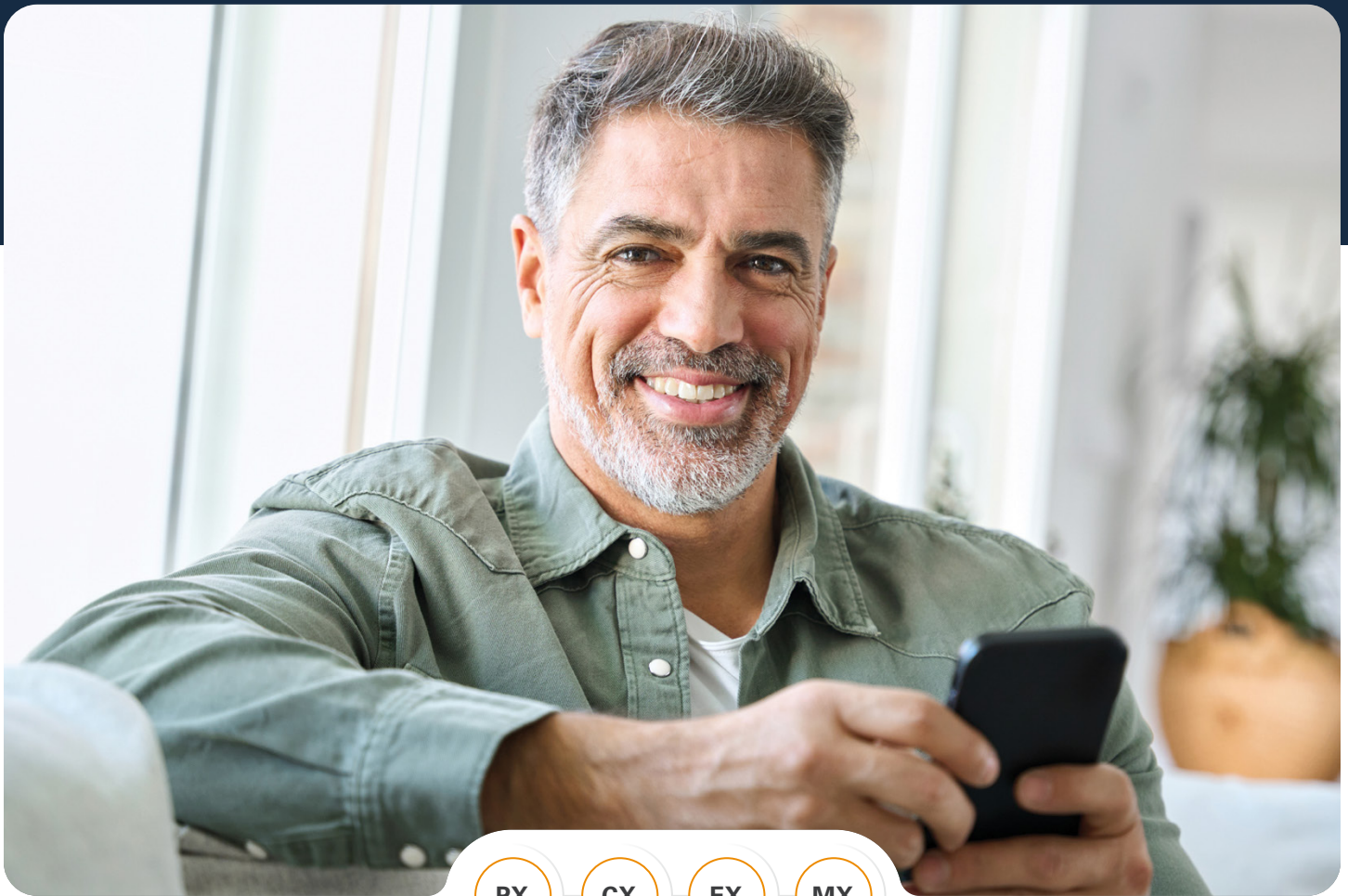


TECHNOLOGY TO SUPPORT THE *MOST HUMAN* HEALTHCARE EXPERIENCES

# Healthcare's first and most advanced AI engine for healthcare experiences



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

Healthcare experiences are human experiences. Whether you're caring for a patient, educating a consumer, inspiring an employee, or building your brand in the community, healthcare is about people. In an industry as critical, complex, and overburdened as healthcare, the use of technology creates safer, faster, and more reliable results.

**But technology often comes at the expense of human connections – until now.**

Meet Huey, healthcare's first AI engine built for Human Understanding.® Huey is your healthcare experience management companion. It's embedded in a whole new suite of advanced solutions from NRC Health on healthcare's most comprehensive experience platform. At every turn, Huey is there to make healthcare a more intentional and human experience for you, your team, and your patients.

## How Huey works



### POWERFUL, SECURE, PRIVATE AI

Huey is AI's first large language model (LLM) trained exclusively on the data that matters to you. NRC Health ingests your data, enriches it with internal knowledge bases, and tunes it just for use in your organization. Your data stays secure, private, and only-yours and is never used to train global models.



### RESPONSIBLE, ETHICAL AI

Huey is built with a moral framework that ensures that the technology closely aligns with Human Understanding and societal values. Huey acknowledges and addresses bias, inequity, and hallucinations, both in the way it is designed and in how it is used. During model builds, data curation, factual guardrails, and governance standards are embedded and then checked as LLM responses are generated. Within its UX, Huey also shares source material and asks users for validation to further garner trust.



### A MORE HUMAN WAY TO COLLECT, ANALYZE, AND DELIVER FEEDBACK

Capture unstructured data such as comments, free text, and video or audio clips at scale, and make full use of it with Huey's narrative summaries and time-saving Q&A interface. Deliver compassionate feedback, relevant coaching, and next best actions to your frontline team, leaders, and clinicians, adding depth to human connections without taking time away from them.

## Powered by Huey

Don't let technology get in the way of humanity. Our experience management solutions built with Huey include:

- **nGage**  
Structured and unstructured feedback across the healthcare journey
- **nQuire**  
Find, analyze, and understand all your patient experience comments in seconds
- **nVolve**  
Intelligent data-guided patient and employee interactions to drive results
- **nLighten**  
Personalized feedback summaries with coaching for humans on the front line
- **nAct**  
Assisted service recovery that delivers outcomes layered with empathy

NRC Health utilizes client data and an internal knowledge base to enrich our AI features.

Your data is **secure, private, and only yours.**



### DATA

- Data ingestion
- Metadata enrichment
- Custom LLMs tuned on client data



### KNOWLEDGE

- Enterprise engine
- Response evaluation
- Hallucination guardrails



### SAFETY

- Privacy-first architectures
- Citation management
- No global model training on client data