

THE MOST HUMAN WAY TO RECEIVE FEEDBACK

Personalized feedback summaries with actionable coaching for humans on the front line



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

Delivering personal performance feedback can be hard. Receiving it is harder. Metrics, dashboards, and scorecards filled with data are uninspiring and non-specific. But individual comments can put too much weight on a single opinion, and in some cases can even be distracting or hurtful for those who care for others. nLighten, powered by Huey, uses AI to create personalized, narrative summaries of feedback that can inspire engagement and improvement without risking the distractions of direct comments. Based on that feedback, nLighten provides relevant natural-language coaching and recognizes improvement for a more rewarding experience.

How nLighten works



AI POWERED BY HUEY

Powerful, secure, private AI built just for healthcare and trained uniquely on your organization's data summarizes and packages feedback at the individual physician, clinician, care team member, or leader level to provide personally relevant insights and coaching.



COMPASSIONATE FEEDBACK DELIVERY

Balanced feedback celebrates the joy of creating exceptional experiences, takes the personal sting out of negative comments without ignoring opportunities for improvement, and provides a more human, whole-person view of individual performance.



ENGAGING GAMIFIED ENVIRONMENT

Motivating badges help leaders recognize achievements, inspire improvements, and build engagement in coaching.

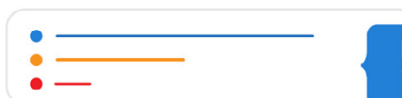
Connect on a deeper level

Valuable, individual, enlightening feedback that honors the person behind the care:

- Balanced
- Honest
- Respectful
- Relevant
- Useful
- Inspiring

Transform patient experience data into actionable insights with AI-powered narratives

Narrative summary



Performance indicators

Improvement tips

Placeholder text for improvement tips, represented by several lines of gray text.

Tailored recommendations