

NRC Health *Excellence* Awards

2021 Award Fact Sheet



NRC Health

NRC Health has brought data-driven visibility to patient-centered care for more than 40 years. Real-time Feedback from NRC Health takes you inside the care experience faster than ever before. Immediate insights enable you to impact processes, inspire staff behavior change, and implement service recovery at the earliest possible stage—your best opportunity to influence loyalty.

NRC Health *Excellence* awards

NRC Health *Excellence* Award selection and methodology

The NRC Health *Excellence* awards focus on an integration of metrics and analytics that uncover insights for effective performance improvement, quality measurement, and more.

EXCELLENCE IN PATIENT EXPERIENCE—LARGE HEALTH SYSTEM

One health system with five or more hospitals measuring across the continuum of care was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2020–March 31, 2021, out of 35 eligible health systems.

EXCELLENCE IN PATIENT EXPERIENCE—SMALL HEALTH SYSTEM

One health system with fewer than five hospitals measuring across the continuum of care was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2020–March 31, 2021, out of 42 eligible health systems.

EXCELLENCE IN PATIENT EXPERIENCE—PEDIATRIC

One children’s hospital measuring across the continuum of care was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2020–March 31, 2021, out of 25 eligible facilities.

EXCELLENCE IN PATIENT EXPERIENCE—LARGE HOSPITAL

One facility with 100 or more beds measuring across the continuum of care was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2020–March 31, 2021, out of 61 eligible facilities. This selection criteria excluded health systems and children’s hospitals.

EXCELLENCE IN PATIENT EXPERIENCE—SMALL HOSPITAL

One facility with fewer than 100 beds measuring across the continuum of care was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2020–March 31, 2021, out of 59 eligible facilities. This selection criteria excluded health systems and children’s hospitals.

EXCELLENCE IN PATIENT EXPERIENCE—MEDICAL GROUP

One medical group was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2020–March 31, 2021, out of 41 medical groups.

EXCELLENCE IN HEALTH SYSTEM LOYALTY

One health system, located in the national market, was selected based on the highest system (aggregate) Loyalty Index Score. This facility had 150 or more Top of Mind mentions, and was selected out of 371 eligible facilities. The facility was also NRC Health Market Insights client during the time period of April 1, 2020–March 31, 2021.

EXCELLENCE IN TRANSPARENCY

Three organizations utilizing NRC Health’s Transparency solution were selected based on the number of published comments during the time period of April 1, 2020–March 31, 2021.

- Tier 1: 30,000 or more comments published—(90.46% Transparent); n-size: 11 Clients
- Tier 2: 10,000–29,999 comments published—(96.22% Transparent); n-size: 47 Clients
- Tier 3: 1,000–9,999 comments published—(98.28% Transparent); n-size: 66 Clients

EXCELLENCE IN CARE TRANSITIONS

One organization utilizing NRC Health’s Care Transitions was selected based on its highest percentage of alerts closed—during the time period of April 1, 2020–March 31, 2021, out of 146 eligible facilities.

NEWCOMER OF THE YEAR

The Newcomer of the Year Award is presented to a large hospital or health system that is a new NRC Health client. It must serve a diverse patient mix and have pledged to take a customer/human-centric approach to care. It should also be focused on producing innovative technologies and treatments to advance care with a high patient-NPS score.

Excellence in Human Understanding

The *Excellence in Human Understanding* Award is presented to a nominated individual, department, or organization that has performed an exemplary act of Human Understanding or instituted a process that now exhibits Human Understanding where it did not exist before in the care experience. An award submission can be made by any peer, coworker, or NRC Health associate.

NRC Health defines Human Understanding as the complete comprehension of a customer’s preferences, needs, behaviors, and experiences—realized not as an episode, but as a relationship.



**NRC Health helps healthcare organizations
better understand the people they care for and
design experiences that inspire loyalty.**

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