

Einstein Healthcare Network's use of experience solution improves HCAHPS scores

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10,000+

RESPONSES USING NRC HEALTH'S EXPERIENCE SOLUTION IN 2021

500%

INCREASE IN RESPONSE RATES FROM 2017 - 2021



IDENTIFIED CRITICAL STRATEGIC IMPROVEMENTS

SUMMARY

Einstein Healthcare Network has approximately 1,000 beds and more than 8,700 employees serving the communities of Philadelphia and Montgomery County, Pennsylvania. Comprised of three acute-care hospitals, including Einstein Medical Center Philadelphia, which trains more than 3,500 health-professional students each year, including more than 450 residents and fellows in over 35 accredited programs. Their goal is to use consistent survey methodology, eliminate survey variation, identify improvement areas, and increase survey response times.

"Each of the Einstein team members tries to live the mission of providing exceptionally intelligent, responsive healthcare and education, for as many as we can reach, each and every day. That makes my job easy, because everybody believes in that mission."

—Nate Stromberg, M.S., CPXP, Director of Patient Experience, EHN

OPPORTUNITY

Einstein Healthcare Network's patient-experience team took a hard look at their survey methodology and frequency. Initially, the network's paper surveys were sent out sporadically: every week, maybe every two weeks and the team saw that scores remained flat or showed a decline throughout the years. Einstein Healthcare Network's patient-experience team also found barriers to stellar performance scores from: low buy-in, waning engagement, staffing woes, regulation reform, competition, and healthcare consumerism.

SOLUTION

NRC Health's experience solution includes an automated tool patient-feedback function that attempts to reach 100% of patients within 48–72 hours of their care episodes. Contacting customers via email or interactive voice recording (IVR) technology, NRC Health reaches patients where they are, accelerating survey turnaround times and driving up response rates. In short, NRC's experience solution gives leaders timely information about their organizations' experiential performance, and perhaps even more importantly, gives them robust, reliable data that they can use to support strategic improvements and patient experience.

IMPLEMENTATION

NRC Health's experience solution allowed Einstein Healthcare Network to navigate the survey-feedback process efficiently, which helped them recognize successful individuals and team cohesiveness to push their patient experience to the next level. Their implementation of Real-time Feedback led to improvements in:

- ➔ Increased communication
- ➔ Overall performance by identifying critical drivers
- ➔ Improved promotion and best practices
- ➔ Increased confidence and trust

LEARN MORE

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