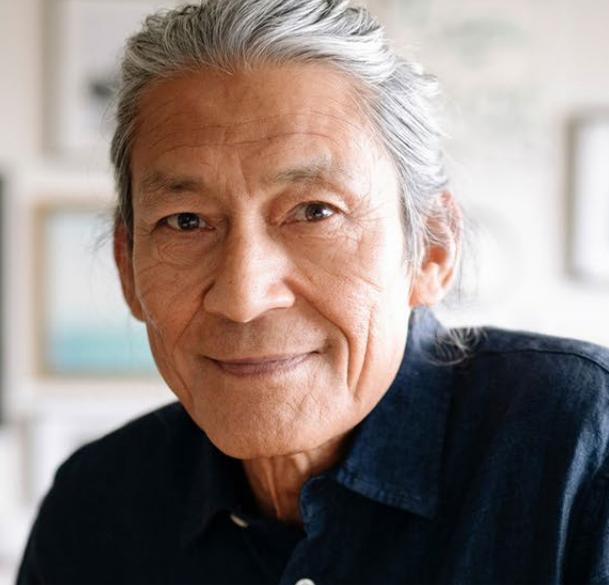




# Human Understanding™ Program



## EXPERIENCE



NRC Health's **Experience** capabilities capture what matters most to each patient—before, during, after, and beyond their clinical encounter. Leverage the power of Human Understanding to enable truly personalized care, ensure timely follow-up, improve care faster, and create lasting relationships between patients and providers.

**Patient summary:** The customizable patient profile goes deeper, empowering your patient to share their hopes, fears, and goals for healthcare and their lifestyle. It takes out the guesswork for physicians and your care teams and helps you meet patients where they are.

**Listening/outreach:** Connect with 100% of your patients or residents immediately after their care experience via email, SMS (text), or phone (IVR). Reaching your patient by the means that makes sense for them ensures a higher response rate.

**CAHPS fulfillment:** Not only will you meet CMS requirements on specific CAHPS programs, but you will also be equipped to improve your customer experience—faster.

**Magnet-designation support:** In listening and being responsive to our partners' needs, NRC Health offers Magnet-specific tools and support to our clients at no additional expense

**Safety, clinical, and service-alert management:** Captures personal experiences in real time to impact processes, inspire staff behavioral change, and implement service recovery. Enables you to contact 100% of your patients within the critical initial 24–72 hours post-discharge.

**Patient panels:** Recruits panel members from groups of recent patients by inviting them to join after they've provided feedback. Gain a unique perspective on how to maximize the lifetime value of the people you already serve.

**Ratings:** Monitor third-party online ratings-and-reviews websites about your brand and physicians.

**Scorecards, analytics, and improvement:** These tools are designed with care teams in mind. Gain access to key metrics for measuring performance, along with helpful skill-building videos and open-ended feedback from patients.