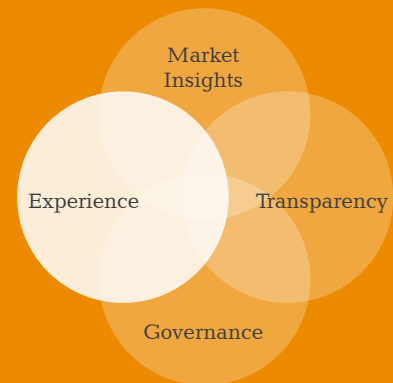


Solutions to improve
quality and perception

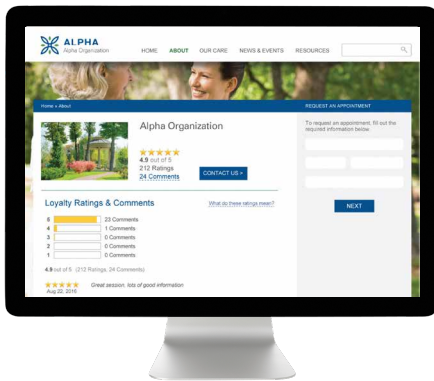


The power of understanding

Changing perception and driving loyalty

Create experiences that inspire loyalty.

NRC Health helps you understand the unique residents, families, and employees your organization serves by asking the right questions at the right time. NRC Health provides clear insights into the moments that matter most to the people you care for. As providers continue to align with hospitals and referral sources to implement partnerships, our solutions can help open the door by demonstrating proactive leadership in quality measurement and improvement.



Online profiles with ratings and stories from real customers inform better consumer decision-making. And, sharing this feedback illuminates areas of improvement for health service agencies/providers.

Word of mouth has become "word of review."

Our Transparency solutions allow our partners to share a true picture of the care their organizations provide and ensure that information reaches those looking for answers. Our star ratings solution enables healthcare organizations to publish their verified feedback - from any experience data being collected - to their website. Our reputation monitoring solution alerts your organization to ratings and reviews on third-party websites and provides workflows for response and service recovery.

By publishing your reviews online you can:

- Increase web traffic by sharing the voice of your verified customers and employees
- Drive census development and grow your referral partnerships
- Join the movement of changing the perception of senior living

With reputation monitoring you can:

- Centralize all reviews from over 50 review sites in one location
- Receive automated notifications of new reviews in your inbox
- Sort and filter reviews to prioritize strategic follow-up

90%

of consumers find the reputation of a senior living organization important

77%

of consumers trust online ratings and reviews as much as personal recommendations

NRC Health: Top five takeaways

01

Proven experience

For more than 35 years, we've helped healthcare organizations illuminate and improve the moments that matter most to residents, patients, families, physicians, nurses, and staff.

02

The whole picture

Our solutions portfolio gives you multi-dimensional insight into the people you serve.

03

Scale that matters

We survey over 310,000 healthcare consumers every year, in more than 300 markets across North America.

04

We stand for people

Empathy is embedded in our heritage and affiliation with the Picker Institute pioneering work in patient-centered care.

05

How we think

We are united by purpose to improve the lives of others. We approach each partner's business as our own.