

Research Study

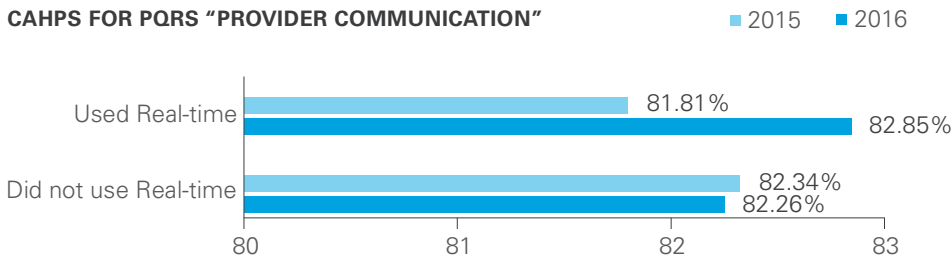
Using Real-time feedback to maximize CAHPS for PQRS performance

NRC Health’s Real-time methodology provides organizations with immediate insight into their patients’ experiences. This insight allows organizations to implement change and create focused improvement efforts in order to improve the patient experience quickly.

Organizations measuring the experience of patients in their medical practice can even earn higher scores on federally mandated programs, such as the CAHPS for PQRS (Physician Quality Reporting System). Based on NRC Health’s research, organizations who started gathering Real-time feedback on their medical practices prior to the 2016 data-collection period for CAHPS for PQRS exhibited higher scores on important CAHPS for PQRS reporting measures, with the most improvement occurring on the Physician Communication and Overall Rating of Provider reporting measures.

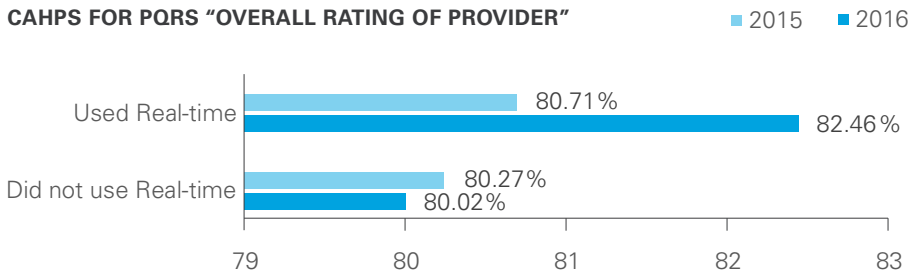
For the Provider Communication reporting measure specifically, organizations that implemented Real-time feedback prior to fielding CAHPS for PQRS improved at a greater rate than those that did not. In fact, those that did not utilize Real-time feedback in their medical practices slightly declined in terms of Provider Communication.

CAHPS FOR PQRS “PROVIDER COMMUNICATION”



One of the most profound findings was relating to the Overall Rating of Provider reporting measure. Organizations that implemented Real-time feedback prior to fielding CAHPS for PQRS improved by a statistically significant amount of 1.7 points, while those that did not utilize Real-time feedback declined.

CAHPS FOR PQRS “OVERALL RATING OF PROVIDER”



**Real-time feedback:
Top five takeaways**

01

The right time

Real-time captures patient feedback within moments of their experience via email, SMS (text), or phone (IVR).

02

The right questions

Real-time captures patient perspective through targeted, short-form questions that can change as your needs do.

03

The complete picture

You’ll receive executive and frontline staff reporting, analytics, and trends, updated multiple times each day to reflect all newly collected feedback.

04

Empower staff with knowledge

Configure dashboards by user and push feedback to frontline staff for immediate behavior reinforcement.

05

Take action and improve

Automated email service alerts and workflows allow you to review and flag as action is taken.