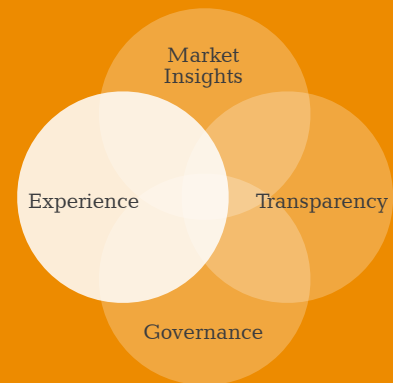


Customer and Employee Experience



Solutions to improve quality and drive loyalty in your post-acute organization



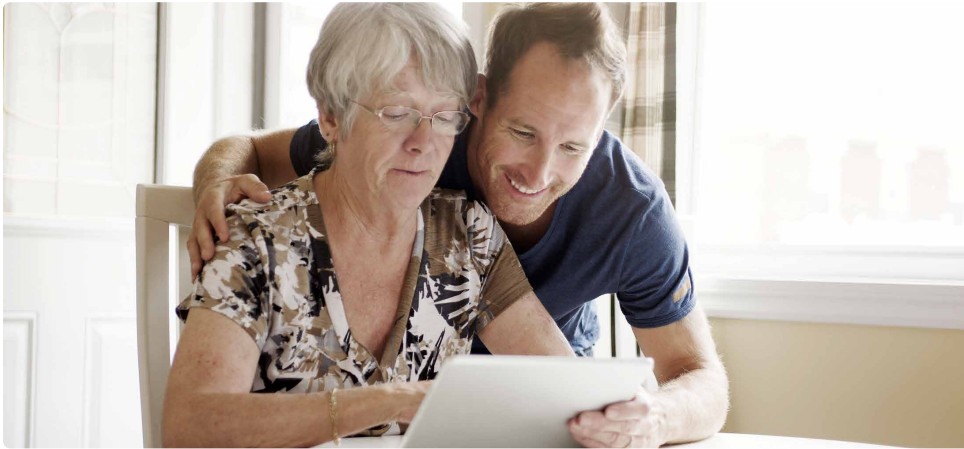
NRC Health empowers healthcare organizations to better understand the people they serve, and in turn design care experiences that inspire loyalty.

The power of understanding

Customer and employee experience from NRC Health

Create experiences that inspire loyalty.

NRC Health helps you understand the unique individuals behind the 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 senior living providers continue to align with hospitals and referral sources to implement partnerships, our post-acute experience solutions open the door by demonstrating proactive leadership in quality measurement and improvement.



Word of mouth has become "word of review" for today's senior living customers.



of consumers not in senior living have a positive perception



of consumers live the reality of overall resident recommendation

As the industry's leading transparent partner, NRC Health can help improve your reputation to drive census development and increase referral partnerships. Ask us how we can help you enhance the consumer perception of your organization.

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 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.