[ORGANIZATION NAME] demonstrates superior commitment to understanding and improving customer experiences

*[ORGANIZATION NAME] adopts NRC Health real-time feedback to capture timely, relevant patient insight*

Today,[ORGANIZATION NAME] announced the selection of NRC Health, the leading provider of patient insights and healthcare performance improvement solutions, to help with [INSERT ORGANIZATIONAL INITIAVTIVE HERE]. Through this partnership, including real-time feedback, [ORGANIZATION] will have the support and solutions necessary to design care experiences that inspire loyalty.

Real-time feedback will enable [ORGANIZATION NAME] to:

* Discover near-in opportunities for improvement and service recovery
* Enable providers and staff with just-in-time learning to improve patient experiences
* Empower consumer decision-making by converting insight from patient feedback into online ratings and reviews
* Build meaningful relationships with patients, and direct the next best action based on knowledge of individual needs

[QUOTE FROM PARTNER]

[QUOTE FROM NRC HEALTH]

“Nearly 50 percent of patients are frustrated by their healthcare experiences, so it’s especially important for organizations to better understand these experiences and use that insight to drive improvement,” said [NAME], [TITLE], NRC Health. “[ORGANIZATION NAME] is taking proactive measures to better understand the people they serve and we couldn’t be more excited to partner with them on their journey toward care excellence.”

About [ORGANIZATION NAME]

[insert boiler plate]

About NRC Health

NRC Health (NASDAQ: NRCIA and NRCIB) has helped healthcare organizations illuminate and improve the moments that matter to patients, residents, physicians, nurses, and staff for 35 years. Our empathetic heritage, proprietary methods, and holistic approach enable our partners to better understand the people they care for and, in turn, design experiences that inspire loyalty and trust.