

Client Communication Package

REAL-TIME FEEDBACK

VERSION 1.1

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Introduction

Real-time Feedback

Real-time feedback from NRC Health takes you inside the patient experience faster than ever before. This immediate insight enables you to impact processes, inspire staff behavior change, and implement service recovery at the earliest possible stage—your best opportunity to influence lasting, positive perception.

Real-time connects with patients via email, SMS (text), or phone (IVR). And, Real-time integrates seamlessly with other NRC tools—including our CAHPS® solutions—giving you a complete picture that illuminates the totality of the patient’s experience.

Real-time Feedback: Top five take-aways

1

The right time

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

2

The right questions

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

3

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.

4

Empower staff with knowledge

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

5

Take action and improve

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

To the Board of Directors,

We have partnered with Real-time Feedback by NRC Health for outreach to patients in the <<care setting>>, starting <<Date>>. Patients will receive either an email with a web-based assessment, a text message with a web-based assessment or phone call using Interactive Voice Response (IVR) within 24 hours of receiving the patient record in near-real time. The outreach takes approximately 2 minutes, and allows us to improve the patient experience by collecting feedback and follow through on any remaining service concerns.

Patient feedback is available in service line or location dashboards, provider scorecards and comparison reports; providing an opportunity to rank and compare providers/departments/units across key measures to identify outliers for coaching. This partnership is an example of our continued dedication toward ensuring our patients have an excellent care experience, using best practices established within the healthcare industry.

Sincerely,

<<Name>>

<<Title>>

New Patient Experience Feedback Program at <<Organization Name>>

<<Organization Name>> has partnered with Real-time Feedback by NRC Health starting <<Date>>. Real-time Feedback is a patient experience program that supports your organization to improve the patient experience and help drive service recovery.

How the Process Works

Staff educates patients about the Real-time Feedback program as part of the check in and check out process.

- Staff can provide the patient a 1-page informational letter regarding the outreach.
- The program includes pediatric and adult patients.

Patients receive either an email with a web-based assessment, a text message with a web-based assessment or phone call using Interactive Voice Response (IVR) after receiving their care.

- Up to three attempts are made on Day 1, Day 2 and Day 3 after receiving the patient information.
- On the third phone attempt, a message is left with the patient informing them of how to get in touch with the call program and complete the question set if they would like.
- Assessments take approximately 2 minutes, and allow us to improve the patient experience through addressing any remaining service concerns after leaving our facility.

Patient feedback is available in service line or location dashboards, provider scorecards and comparison reports; providing an opportunity to rank and compare providers/departments across key measures to identify outliers for coaching.

This partnership is an example of our continued dedication toward ensuring our patients have an excellent care experience, and transition back home safely into our community, using best practices established within the healthcare industry.

Our Results

Real-time Feedback results demonstrate a statistically significant impact to enhancing patients' experience and perception of care. The program enables our rapid resolution of any issues identified where we can coordinate additional needs with you and your staff if needed. Additionally, Real-time Feedback participating clinics/departments/units receive benchmarking, real-time data reporting, and providers also have access to industry best practices through emailed provider scorecards.

We look forward to partnering with you in this program as we continue to raise the bar on the quality of services provided to your patients.

Sincerely,

<<Name>>

President and Chief Executive Officer

I'm excited to announce that <<Organization Name>> has partnered with Real-time Feedback by NRC Health starting <<Date>>.

What is Real-time Feedback?

Real-time Feedback is near real-time outreach administered to patients. Real-time Feedback ensures that 100% of patients are contacted and asked about their experience with our organization. Patients will receive either an email with a web-based assessment or phone call using Interactive Voice Response (IVR). Real-time Feedback outreaches to qualifying patients within 24 hours after receiving the patient record.

Why Partner with Real-time Feedback?

Real-time Feedback program results demonstrate a statistically significant impact to enhancing patients' experience and perception of care. The program enables our rapid resolution of any issues identified where we can coordinate additional needs with you and your staff if needed. Additionally, Real-time Feedback participating organizations receive benchmarking, real-time data reporting, and identification of industry best practices.

Who Makes the Patient Outreach?

Patients receive either an email with a web-based assessment, a text message with a web-based assessment or phone call using Interactive Voice Response (IVR) after receiving their care.

- Up to three attempts are made on Day 1, Day 2 and Day 3 after receiving the patient information.
- On the third phone attempt, a message is left with the patient informing them of how to get in touch with the call program and complete the question set if they would like.

How is the Information from the Real-time Feedback Program Used?

Patient feedback is available in service line or location dashboards, provider scorecards and comparison reports; providing an opportunity to review feedback on key measures, identify outliers and discover opportunities for improving the patient experience. This partnership is an example of our continued dedication toward ensuring our patients have an excellent care experience, and transition back home safely into our community, using best practices established within the healthcare industry.

We are excited to be partnering with Real-time Feedback by NRC Health to continuously improve the patient experience, providing real-time reporting and recognition to our staff.

Please let me know if you have any questions regarding the Real-time Feedback program.

<<Name>>

<<Title>>

IMPORTANT: Follow-up Phone Call or Email Once You Arrive Home

Sometimes patients have questions after receiving care, and that's why we contact you after you leave. We want to make sure your experience with us met your expectations.

About the Call or Email

Within the next 3 days, you will receive an email or a telephone call that we ask you answer.

The call is only about 2 minutes and is an outreach from our hospital to ensure you are satisfied with the care you received while in the clinic.

The email will take, on average, less than 2 minutes to complete and is compatible with mobile and hand-held devices.

We're Here to Listen

If you have new questions or concerns once home, we're here to listen, and we want to know how you are doing after you leave <<Organization Name>>. Addressing any needs or questions once you arrive home is important to us as a part of your partnering with us for your care.

Sincerely,

<<Name>>

<<Title>>



[replace with hospital logo]

We're here to listen.

We want to ensure that we addressed your healthcare needs in a timely and respectful manner. You'll receive a call or email within 3 days asking about your visit. Your participation will help improve our quality of care for future visits.

10

You may be asked questions similar to the following:

- During your most recent visit, did this provider listen carefully to you?
- Did this provider give you easy to understand information about these health questions or concerns?
- What number would you use to rate this provider?
- Would you recommend this provider's office to your family and friends?

[replace with hospital logo]

We're here to listen.



[replace with hospital logo]

We're here to listen.

We want to ensure that we addressed your healthcare needs in a timely and respectful manner. You'll receive a call or email within 3 days asking about your visit. Your participation will help improve our quality of care for future visits.

12

You may be asked questions similar to the following:

- Did the care providers explain things in a way you could understand?
- Did you receive consistent information from all care providers during this visit?
- Did the care providers explain what to do if you did not get better after leaving?
- How likely would you be to recommend this facility to your family and friends?

[replace with hospital logo]

We're here to listen.



[replace with hospital logo]

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We want to ensure that we addressed your healthcare needs in a timely and respectful manner. You'll receive a call or email within 3 days asking about your visit. Your participation will help improve our quality of care for future visits.

16

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[replace with hospital logo]

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