NRC Health Product Notes

News and Updates

As previously communicated on April 26 we introduced a couple of enhancements to Real-time:

- Multiple location access for alerts and reports
- Ability to subscribe to Feedback and CSV reports
- Filter labels and hover overs

As you will see on the second page of these notes, we have a much bigger May and June planned!

April 26 was a busy day for the product team! In addition to the release we also hosted a webinar to give a more visual understanding of the items we have planned for the coming months. Thank you to the 20 organizations that joined the webinar and for all of your questions and comments.

Finally, we wanted to communicate a small change in how we handle these Product Notes. Since January we have sent out Product Notes every other Friday and Release Notes the day of a substantial update. Lately the notes have been a bit duplicative of each other. While we appreciate you taking the time to read all of our communications, we want to make it a bit easier to track what we have accomplished and what we have planned in a ***single communication***. Going forward we will consolidate these Product Notes into the Release Notes. With each release we will offer detailed notes on the enhancements and fixes introduced, and then outline what we have planned in the coming weeks and months. The communication will continue to include a version of the table included on the second page so you can track our progress. To that end the next set of Product Notes will be available towards the end of May with our next major Real-time release.

In the meantime you can always reach out with questions and suggestions. So far we have **216** notes with your feedback, gathered through the Real-time portal. We greatly appreciate the feedback, so please keep them coming!

Regards,
Your NRC Health Product Team

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	By End of April	By End of May	By End of June
Survey & Respondent Experience	Insert provider, client, and facility names directly into the survey	Brand the survey with your fonts colors and logos (originally early April)	Ability to configure call time windows (will likely push to 2nd half of the year)
	Configure landing and closing page verbiage	Horizontal layout for scales with more than five response options	
		Make respondent answers more obvious to respondent on web survey	
		Ability to ask multiple questions behind a skip question	
Portal & User Experience	Ability to have access to reports and receive alerts for multiple locations	Search option in all filters	
	Add filter labels	Refreshed portal design for easier user navigation	
	Add hover over with active parameters	Improved load times for reporting	
New Reports & Reporting Enhancements	Enhanced PDF Extract for Benchmark Report	Department summary report	System dashboard & drill through reports - Grouping utilities to create common reporting units across the system. E.g. service line or specialty.
	Benchmark Report Enhancements – NPS Benchmark – New Visualization		Provider scorecard v2 and configurations - Integrate Star Ratings - Increased Configurations
	Feedback Report Enhancements – Add Patient Identifiers – Ability to edit Comment Category and Sentiment		Updated feedback report - Sort by response date - Search for word/phrase - Key word/phrase count
	Add Subscription for Feedback and Score Summary Report		Trend report updates
	Score Summary Report		

Complete	Changed from last communication	Item on track as communicated