

List of Updates Available on June 7th

Slide # Enhancement

2 Try Our New Portal

3 Page Layout and Overall Functions

- Menu Moved to Left Hand Panel
- Short Description of Report Added
- Filter and Parameter – *relocated for clarity*
- Filter Presets - *label added*
- Subscribe and Export – *labels updated and location changed*
- Admin and Subscription Manager – *location changed*
- Send Feedback – *label changed for clarity*
- Resources – *location changed*
- Time period Filter – *relocated and labeling updated*

4 Filter Search Capability

5 Department Summary Report

6 Feedback Report Design Update
- Drill through from Qualitative Report

7 Service Recovery Design Update

8 Reports Re-sized

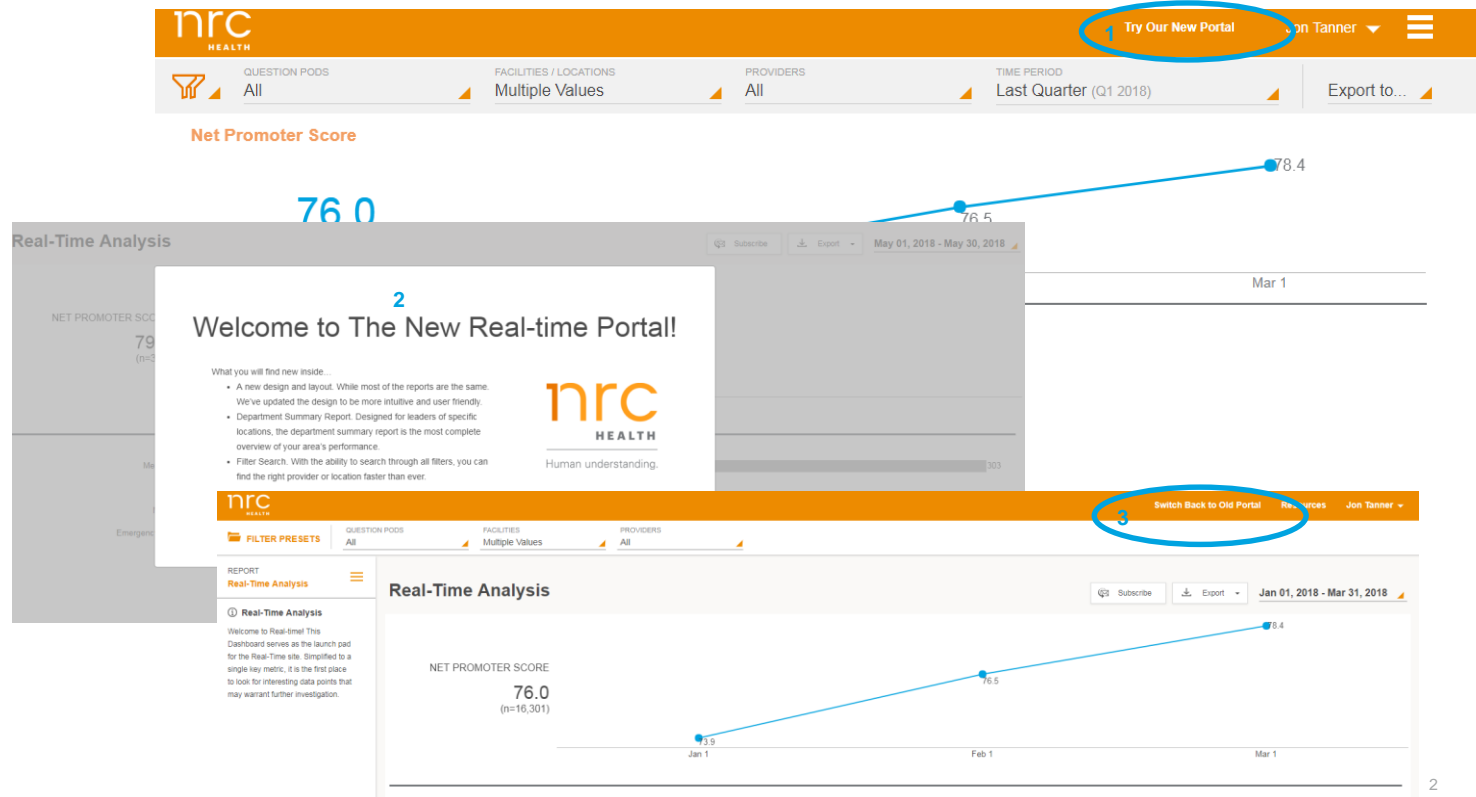
9 Dashboard Report Renamed

Try Our New Portal

Description

1. On June 7, when users login, the portal will look the same as usual. However, users will have the option of trying the new portal by clicking on the “Try Our New Portal” text in the upper right hand corner. This text is available on all pages in the portal.
2. The first time a user tries the new portal they will be presented with a greeting message.
3. Users can choose to revert to the classic layout by clicking on the “Switch Back to Old Portal” at any time text. We expect the old portal to be available for about 60 days (pending user feedback)

Screen Shots

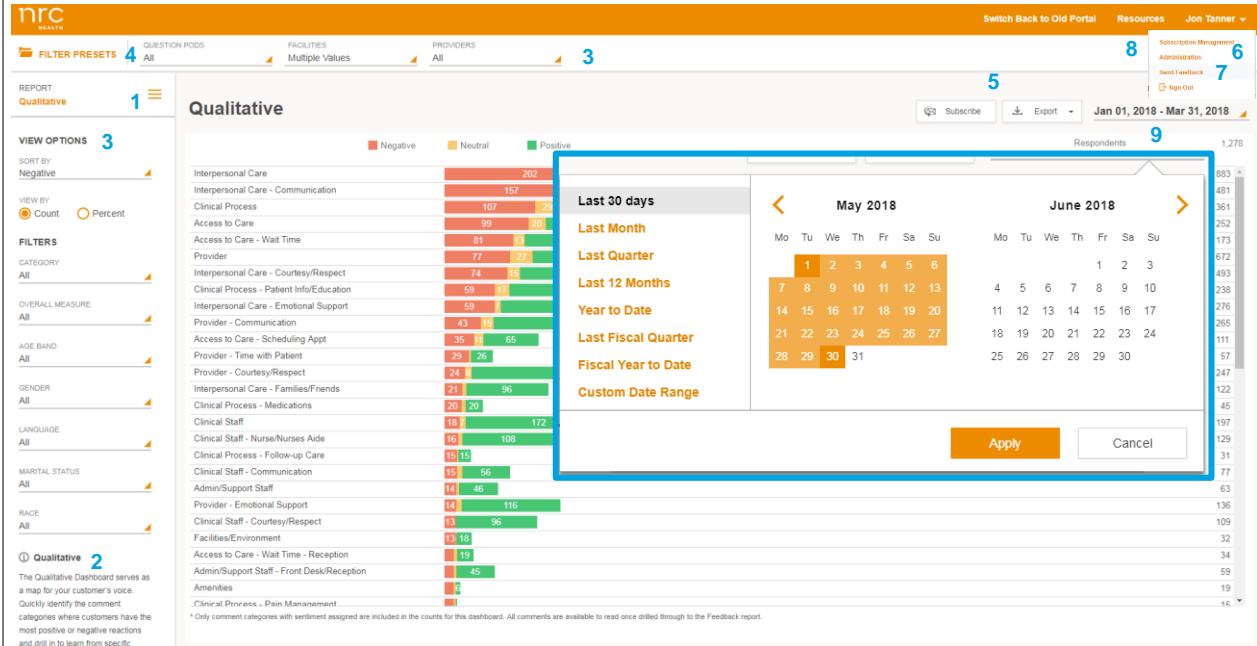


Layout and Design

Description

1. The main reporting menu has moved to the left hand side. Clicking on the 3 Bar Menu once will display the reports available for selection. Clicking again will display any additional parameters available for the current report.
2. A short description of the report is present on the bottom left of each report.
3. Top level filters (Question Pods, Facilities, and Providers) remain in the top panel. Report specific filters and configurations are moved to the left hand panel.
4. Filter Presets behave the same as the old portal, but have a new label and icon. Top level filters are the only filters available for Filter Presets. **Note: filter presets that were established in the old portal are also available in new portal.**
5. Subscribe and Export functionality remains unchanged, but position and labels have been moved. **Note: subscriptions setup in old portal are also available in new portal.**
6. Admin and Subscription Manager are now located under the user name drop down.
7. Send Feedback – the label changed from simply “Feedback” to reduce confusion.
8. The Resources link has now moved to be visible at all times.
9. Time period Filter, has been relocated. Labels have changed so that users always see the time period encapsulated in selection.

Screen Shots



Filter Search

Description

1. All Filters have search capability. Typing key words, narrows presented filter options that contain search words (e.g. "john").
2. For the Facility/Location Hierarchy filter, when searching the parent level of the hierarchy will be displayed for context, (even if it doesn't contain the searched word) but users cannot select that item. **For example Rural Health Clinic is displayed for context but cannot be selected.**

Screen Shots

The screenshot shows the nrc HEALTH dashboard. The top navigation bar is orange with the nrc HEALTH logo. Below it, there are tabs for 'FILTER PRESETS', 'QUESTION PODS', and 'FACILITIES'. The 'QUESTION PODS' tab is selected, showing 'All'. The 'FACILITIES' tab is also selected, showing 'Anderson Regional Medic...'. The main content area is titled 'Participation' and shows a 'RESPONSE RATE: 23.7%' with a corresponding bar chart. A search filter is applied, showing 'john' with a count of '1'. The search results list three items: 'Cheatham John, 1497728778', 'Colvin John, 1841678471', and 'Johnson Hannah, FNP-C, 1588194...'. There are 'Apply' and 'Cancel' buttons at the bottom of the search filter.

The screenshot shows the nrc HEALTH dashboard. The top navigation bar is orange with the nrc HEALTH logo. Below it, there are tabs for 'FILTER PRESETS', 'QUESTION PODS', and 'PROVIDERS'. The 'QUESTION PODS' tab is selected, showing 'All'. The 'PROVIDERS' tab is also selected, showing 'All'. The main content area is titled 'Participation' and shows a 'RESPONSE RATE: 20%' with a corresponding bar chart. A search filter is applied, showing 'medical' with a count of '2'. The search results list three items: 'Medical Practice', 'Rural Health Clinic', and 'Medical Clinics of Joytown'. There are 'Apply' and 'Cancel' buttons at the bottom of the search filter. The 'Rural Health Clinic' item is highlighted with a blue background and a '2' next to it, indicating it is the selected item.

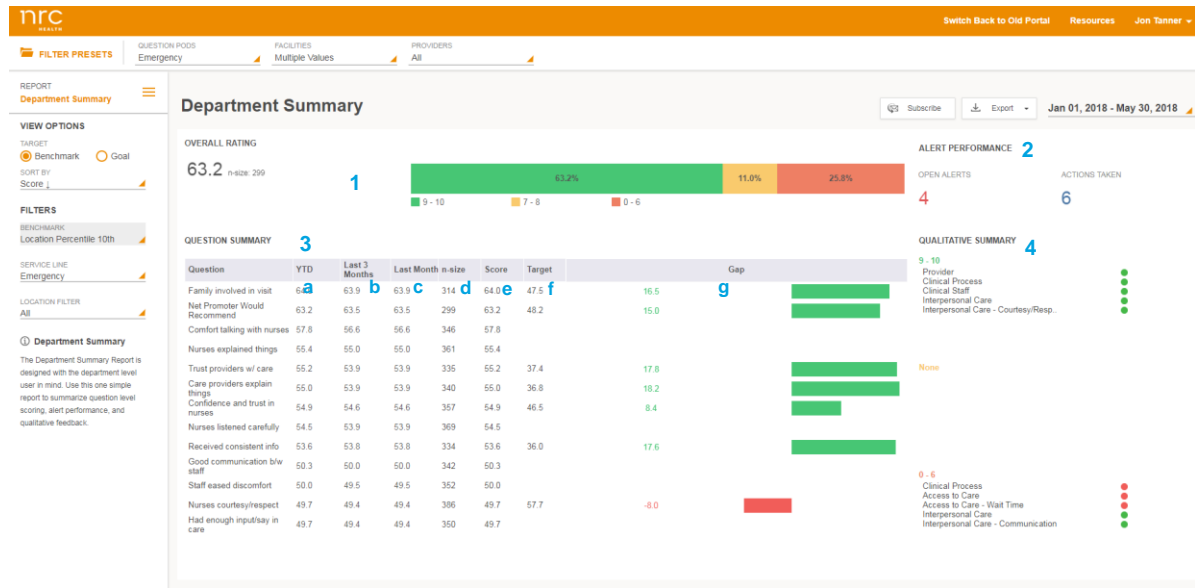
Department Summary Report

Description

The Department summary report is designed to be a comprehensive overview of an area's performance, across all metrics, alerting, and qualitative feedback.

- Key Metric Summary** – score and n-size is shown, along with the distribution of promoters, passives, and detractors. This will combined all key metrics selected for whatever question pods have been included in the filter. As throughout the Real-time site, this metric is configurable for the organization and could alternatively include a 3pt Would Recommend question, an NPS question, or an Overall Rate question.
- Alert Performance** – shows a simple count of open alerts, and alerts where action has been taken for the time period selected.
- Question Summary** – shows a table of data for all questions eligible for the question pod(s) selected.
 - YTD** – always shows the score year to date from today
 - Last 3 Months** – always shows the score for the last 3 months from today
 - Last Month** – always shows the score for the last month from today.
 - N-size** – shows the number of returns for the question for the selected time period
 - Score** – shows the score for the question for the selected time period
 - Target** – can be either a benchmark or an organization goal
 - Gap** – shows the distance from the Score to the Target. If score is above the target, the results are green. If the score is below the target the results are red.
- Qualitative Summary** - shows the top five most frequent categories for each cohort of respondent (promoter, passive, detractor). Categories with more positive comments than negative are coded as green. Categories with the same or more negative comments, than positive comments are green.

Screen Shots



Additional Notes

- Columns in the question summary report can be sorted using the sort by configuration in the left hand panel.
- If Target is set to benchmark – the desired NRC Real-time Benchmark can be selected using the left hand panel. Provider benchmarks are not available at this time.
- PDF and CSV Exports are available
- If a question does not have a target (either because not goal has been set, or no benchmark exists for the selected question) then the target and gap cells will be blank.
- Note that multiple question pods can be selected for this report!**

Feedback Summary Redesign

Description

- All capabilities and information on the feedback report remain the same. The look has simply be redesigned.
- Please note, that drilling from the Qualitative Dashboard



now takes the user to the Feedback report, as the Feedback report and Comments Report has been combined into a single view in the new portal.

- Green Boxes, represent that the category was labeled as positive, grey boxes are undefined, yellow are neutral, and red are negative.

Screen Shots

nrc HEALTH Switch Back to Old Portal Resources Jon Tanner

FILTER PRESETS: Emergency, Multiple Values, All

REPORT: Feedback

VIEW OPTIONS: SORT BY: Encounter Date, FILTERS: CATEGORY: All, OVERALL MEASURE: All, AGE BAND: All, GENDER: All, LANGUAGE: All, MARITAL STATUS: All, RACE: All

Feedback [Subscribe] [Export] Jan 01, 2018 - May 30, 2018 [Edit]

ENC. DATE: 28 April 2018 PATIENT SCORE: 7
PATIENT: Scarlett Pacholek COMMENT: Everything was lovely. If I ever get sick again I will be right back there and I recommend to everybody to come to Anderson's ER.
MRN: 1144556
FACILITY: Emergency Department
PROVIDER: Lisa Smith (1111131)

ENC. DATE: 25 April 2018 PATIENT SCORE: 5
PATIENT: Monique Ponce COMMENT: The doctor did not address any of my concerns, he wrote me a prescription for pain medicine and I had to go to a different doctor to get my shoulder fixed. Even the nurse said it was a waste of my time, because he didn't even x-ray my arm, so.
MRN: 1144556
FACILITY: Emergency Department
PROVIDER: Lisa Smith (1111131)

ENC. DATE: 24 April 2018 PATIENT SCORE: 2
PATIENT: Kevin Thompson COMMENT: The check-in clerks, they were excellent. Very smile, very helpful. Got to the 1st nurse at the triage. She was the worst. Very rude, wasn't paying attention to what I was saying. I was coughing. She said, "Doesn't sound like that cough is anything. Sound
MRN: 22233454
FACILITY: Emergency Department
PROVIDER: Lisa Smith (1111131)

Provider - Emotional Support, Clinical Process, Interpersonal Care - Emotional Support, Clinical Process - Radiology, Provider - Courtesy/Respect, Clinical Process - Medications, Provider, Interpersonal Care - Courtesy/Respect, Provider - Clinical Care, Clinical Staff, Clinical Staff - Nurse/Nurses Aide, Interpersonal Care, Clinical Process - Pain Management, Interpersonal Care - Communication, Clinical Process, Clinical Staff - Communication, Admin/Support Staff, Clinical Staff - Courtesy/Respect, Clinical Staff - Nurse/Nurses Aide, Admin/Support Staff - Front Desk/Reception, Admin/Support Staff - Courtesy/Respect, Interpersonal Care, Clinical Process - Admt/Registration, Clinical Staff, Interpersonal Care - Courtesy/Respect, Clinical Process - Triage

Service Recovery Design Update

Description

- All capabilities on Service Recovery remain the same.
- Design was updated to be inline with Feedback Report.
- Users can now see list of alerts, rather than having to click through one alert at a time.

Screen Shots

The screenshot displays the 'Service Recovery' dashboard. At the top, there's a navigation bar with 'nrc HEALTH' logo, 'Switch Back to Old Portal', 'Resources', and 'Jon Tanner'. Below this, there are filter tabs for 'QUESTION PODS' (Emergency), 'FACILITIES' (Multiple Values), and 'PROVIDERS' (All). The main content area is titled 'Service Recovery' and includes an 'Export' button and a date range 'Jan 01, 2018 - May 30, 2018'. The dashboard is divided into three sections: 'OPEN ALERTS' (4), 'ACTIONS TAKEN' (6), and 'ACTIONS TAKEN TREND'. The trend line shows a decrease from 6 actions in April to 1 action in May. Below the summary, there are two patient cards. Each card displays patient details (Name, MRN, Sex, Language, Phone, Email, Address), encounter date, facility, provider, and alert date. A patient score of '0 NOT AT ALL LIKELY' is shown for both, along with an 'Action Taken' button and a comment.

Service Recovery

EXPORT Jan 01, 2018 - May 30, 2018

OPEN ALERTS	ACTIONS TAKEN	ACTIONS TAKEN TREND
4	6	

Patient 1: Marva Loya

PATIENT: Marva Loya | ENC. DATE: 2 April 2018 | FACILITY: Emergency Department | PROVIDER: () | ALERT DATE: 6 April 2018

MRN: 1144556 | SEX: Female | LANGUAGE: ENGLISH | PHONE: 5555555555 | EMAIL: connectdev@nationalresearch.com | ADDRESS: 123 Main St

PATIENT SCORE: 0 NOT AT ALL LIKELY [Action Taken]

COMMENT: Y'all need to improve the wait time because I sat in there for 4 hours with my daughter and didn't even get to see a doctor so this should really improve because my daughter was throwing up sick and I ended up just driving an hour and a half.

Patient 2: Robert Childers

PATIENT: Robert Childers | ENC. DATE: 2 April 2018 | FACILITY: Emergency Department | PROVIDER: Lisa Smith (1111131) | ALERT DATE: 6 April 2018

MRN: 1144556 | SEX: Female | LANGUAGE: ENGLISH | PHONE: 5555555555 | EMAIL: connectdev@nationalresearch.com | ADDRESS: 123 Main St

PATIENT SCORE: 0 NOT AT ALL LIKELY [Action Taken]

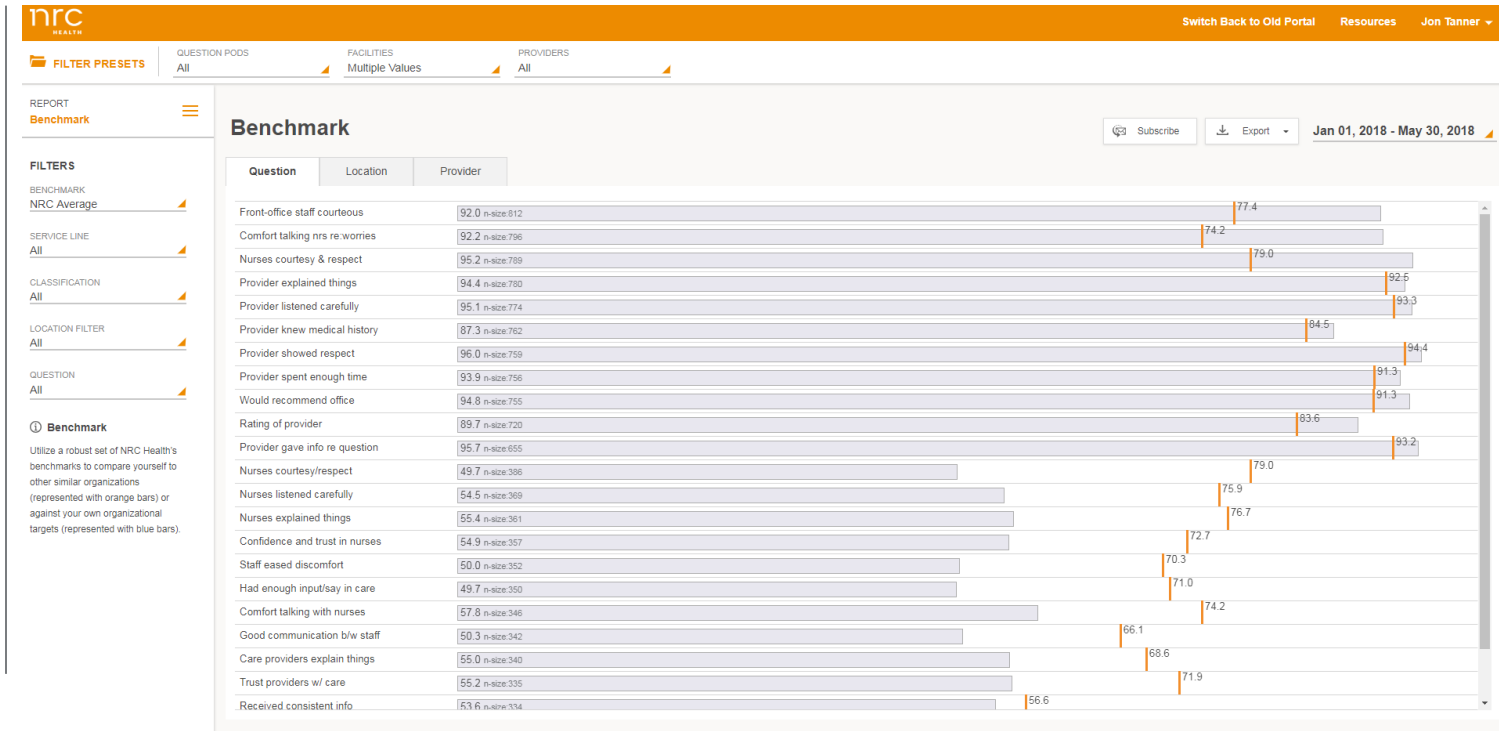
COMMENT: I have a urinary tract infection, and I've been having them multiple times this year after my hysterectomy. I felt like they should've did more extensive blood work, CAT scans, ultrasounds, and had a urologist come to actually see me instead of making me wait another 2 weeks. Thank you.

Reports Re-sized

Description

- Unless otherwise noted on this document, functionality for all reports remain the same. However, many of the views have been re-sized to show more information to the user without the need to scroll. For example on the benchmark report, the bars have been made much smaller, and the text as been reduced in size as well.

Screen Shots



Dashboard Report – Renamed to Key Metric Dashboard

Description

- No functionality has changed for the Dashboard Report, but it has been renamed to Key Metric Dashboard, to try and make more its purpose clear, and differentiate from the Department Summary report.

Screen Shots

