Real-time Feedback

WEB PORTAL USER GUIDE

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Human understanding

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Real-time Feedback Web Portal User Guide

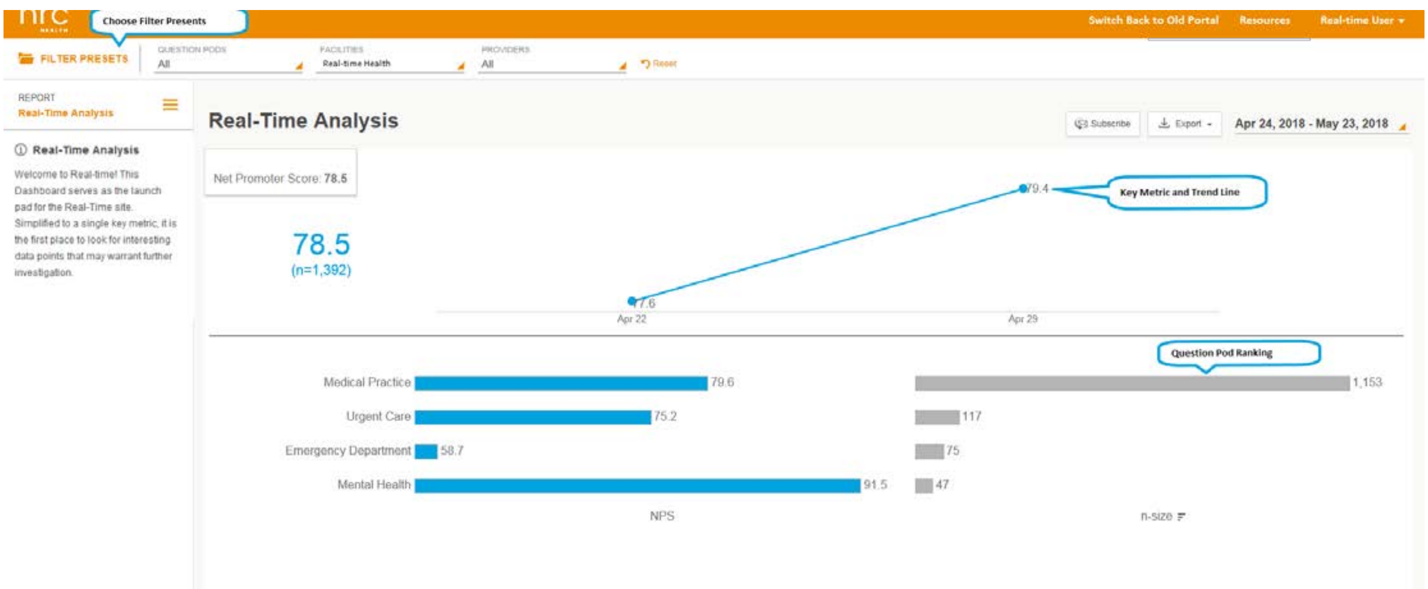
Login

1. Open the Real-time Feedback website by going to [https://my.nationalresearch.com/.](https://my.nationalresearch.com/)
2. Enter your login information and agree to the terms in the NRC Health Acceptable Use policy.
3. Upon sign-in you'll be taken to the Real-time Feedback Landing Dashboard.

Real-Time Analysis

The Real-Time Analysis Dashboard is the launch pad for the Real-time site. Simplified to a single key metric, it is the first place to look for issues that may warrant further investigation.

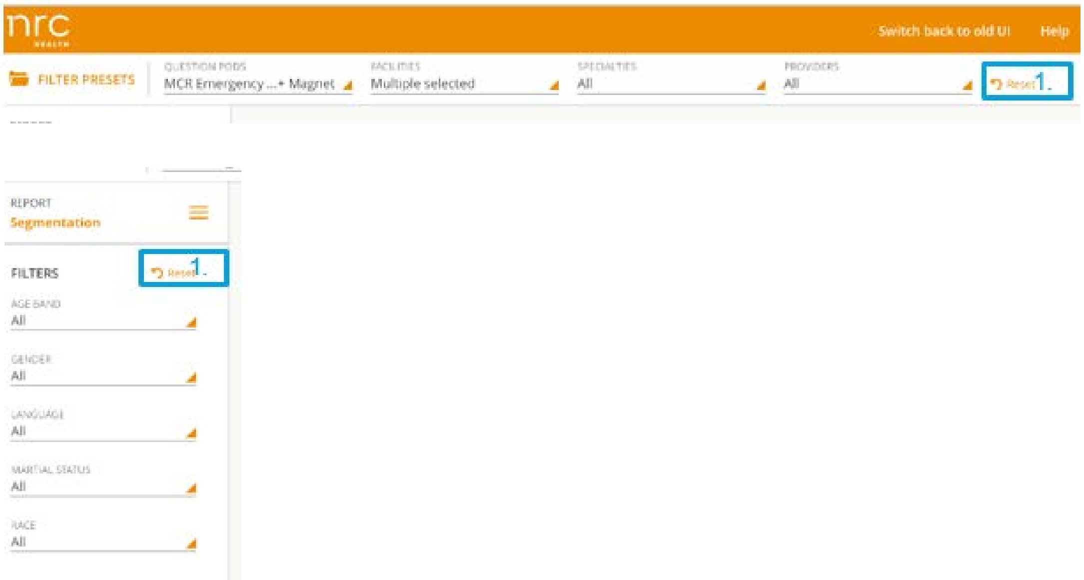
Note: It is important to remember that the settings you choose on the dashboard will remain selected as you navigate through the site, helping you get an in-depth look at exactly the information you need.



SETTINGS AND FILTERS

There are several filters available at the top of the dashboard to help you hone in on specific information.

1. Reset buttons are available for both top level and left-hand filters (for all reports).



2. From left to right at the top of the dashboard:

→ **Question Pods**
The Question Pod is a unique set of questions asked to a distinct population. These vary based on the setup established during implementation. Generally, you can expect a Question Pod per service area. This filter limits returns to the respondents presented with the selected Question Pod. In practice, this is the fastest way to filter to a particular service line like Emergency or Inpatient.

→ **Facilities**
This filter allows you to narrow results to a specific Facility, Location, or Facility/Location grouping.

→ **Providers**
This filter allows you to narrow results to a single provider or group of providers.

→ Time Period*

Last 30 Days	Displays the last 30 days, from today's date *Example: 01/21/2018 – 02/19/2018* Trends the last five weeks. The dates shown are the Sunday of each week with data.
Last Month	Displays the data from the most recently completed month. *Example: 01/01/2018 – 01/31/2018* Trends all weeks that contain data for the month selected.
Last Quarter	Displays the data from the most recently completed quarter *Example: 10/01/2017 – 12/31/2017* Trends the three months contained in the given quarter.
Last 12 Months	Displays the last 12 months of data, beginning with the most recently completed month *Example: 02/01/2017 – 01/31/2018* Trends by month.
Year to Date	Displays the entire current year of data *Example: 01/01/2018 – 02/19/2018* Trends by month for all months, year to date.
Last Fiscal Quarter	Displays the data from the most recently completed fiscal quarter *Example: If fiscal year begins in May, then 11/01/2017 – 01/31/2018* Trends the three months contained in the given quarter.
Fiscal Year to Date	Displays the entire current fiscal year of data *Example: If fiscal year begins in May, then 05/01/2017 – 02/19/2018* Trends by month for all months, fiscal year to date.
Custom Date Range	Any period defined by a user via Start and End Date (filter applied to Discharge Date with responses). *Example: 01/02/2018 – 01/03/2018*

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KEY METRIC AND TREND

In the top left corner, the **Key Metric** section displays the total score for the key metric. The **Trend** line to the right indicates the trended score for the selected time period.

Clicking on the Overall Rating score or Trend line opens the **Segmentation Report.** Additional report detail is provided later in the guide.

Notes on the Key Metric

Organizations can choose to display one of five key metrics to align across the organization:

- → The **Net Promoter Score (NPS)** is calculated using responses from the 0–10 Would Recommend question.
- → The **0–10 Overall Rate** shows the percent positive score and is calculated using the 0–10 Overall Rating question.
- → The Three-Point **Would Recommend** shows the percent positive score using a three-point scale.
- → The **4pt** scale of Excellent, Good, Fair, Poor can be used as a key metric.
- → The **5pt** scale of Poor, Average, Good, Very Good, Excellent can be used as a key metric.

The Key Metric text is variable, allowing differentiation between "would recommend provider" questions in medical practice settings and "would recommend facility" questions in emergency settings, but the scale and calculation are the same for both.

QUESTION POD RANKING

The **Question Pod Ranking** element shows the overall score for the selected Question Pod(s) in a given time period and includes the NPS and n-size for each.

Question Pods and n-sizes can be sorted by clicking the Patient Score (or NPS) symbol shown below.

Clicking on the blue bar chart will drill to a Question Pod–specific dashboard.

A note on user permissions: Throughout the Real-time site, users will only see facility and location data for which they have been granted permission. For example, if a user does not have permission to view an emergency location, that data will not appear on any dashboard.

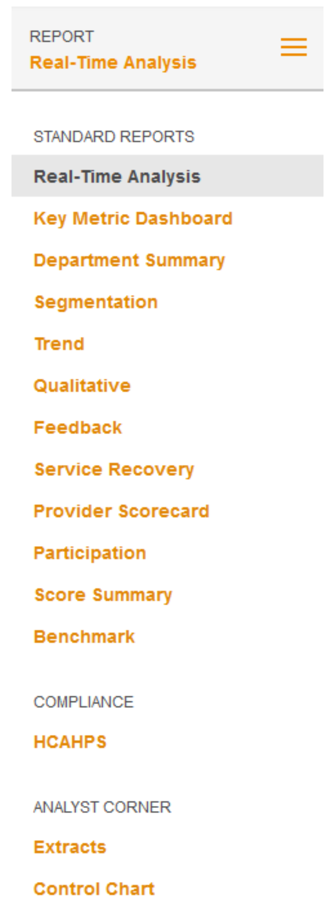
Site Navigation

In the upper right corner, to the left of your User Name, there is a link to Resources. Selecting this link will take you to the Resources site where Training Documents, Customer Stories & Case Studies, a Media Kit, and more resources are located.

There are two primary ways you can navigate through the Real-time Feedback system: by using the hamburger menu on the far left of each page, or by utilizing the drill-pathing system built into the Real-time dashboards.

SITE MENU

The hamburger menu looks like three white bars stacked next to your user name. Clicking it opens the report list for a quick way to move between dashboards.



The following selection parameters will generally persist during movement between dashboards:

- Question Pods
- Facilities
- Providers
- Time Periods
- Any saved filters

Notable exceptions:

- **Dashboard Report**: Question Pod filters will not persist.
- **Provider Scorecard:** All filters are reset, as most do not pertain to the report.
- **HCAHPS Report**: All filters are reset, as most do not pertain to the report.
- **Analyst Corner Reports**: Filters do not persist, as each report has custom filters.
- Any **expanded filters,** such as selected question(s), language, or age, do not persist during movement from report to report, as they are unique to each report.

DRILL PATHS

Drill paths help you uncover improvement opportunities by selectively narrowing the scope of your data. Clicking specific dashboard elements will open in-depth reports to give you a better view of root causes, allowing you to plan improvement efforts and take appropriate action.

Landing Page Dashboard Element Paths

Element	Drills to
NPS Score and Trend	Segmentation Report
Question Pod Ranking	Dashboard for the selected Question Pod

Dashboard Element Paths

Element	Drills to
Promoter, Passive, Detractor Bar	Qualitative dashboard for selected cohort
Focus Questions	Trend report for selected metric

Qualitative Dashboard Element Paths

→ Clicking on a Qualitative Category drills to comments within that category.

Segmentation Report Paths

→ Clicking on a segment lollipop drills to its qualitative dashboard.

Note: All selected parameters will persist during drilling from one dashboard to the next, including expanded filters.

Saved and Smart Filters

Nearly all Real-time Feedback dashboards—excluding only Provider Scorecards and HCAHPS—have enabled saved and smart filters to help you navigate in a more intuitive and focused manner.

SAVED FILTERS

Using saved filters, users can save their favorite filter sets and access them with one click. Filters are not shared, allowing each user to customize their experience.

Saved Filter Exceptions

- → Saved Filters work on top level filters which include Question Pods, Facilities, and Providers. These are consistent across all reports.
- → Expanded filters (such as race, language, question sets, or age) found on the Segmentation and Qualitative reports cannot be included in a saved filter.
- → Time periods cannot be included in a saved filter.

Note: Filters are not tied to subscriptions. If a subscription is set up and a saved filter is changed, the subscription will need to be deleted and re-created to update the filter settings.

Creating a Saved Filter Set

1. Select the filters you wish to save on the dashboard or report.
2. Click the file folder icon labeled **Filter Presets** in the upper left-hand corner.
3. Click **Save As New filter** to open the **Save Filter Set** window.
4. Verify that the correct filters are listed.
5. Enter the **Filter Set Name** and click **Save**.
6. To make changes to your filter set *before saving*, click **Cancel** and update the filters selected on the dashboard or report.

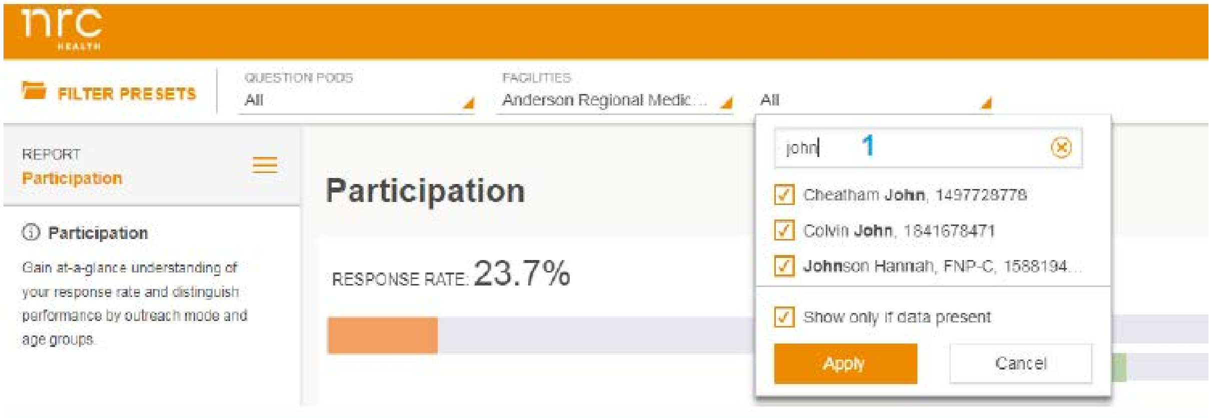
Accessing and Updating Saved Filters

Saved filters can be accessed via the **Filter Presets** in the upper left-hand corner. Existing filters cannot be edited. To make changes to an existing filter, delete it and re-create it as a new filter.

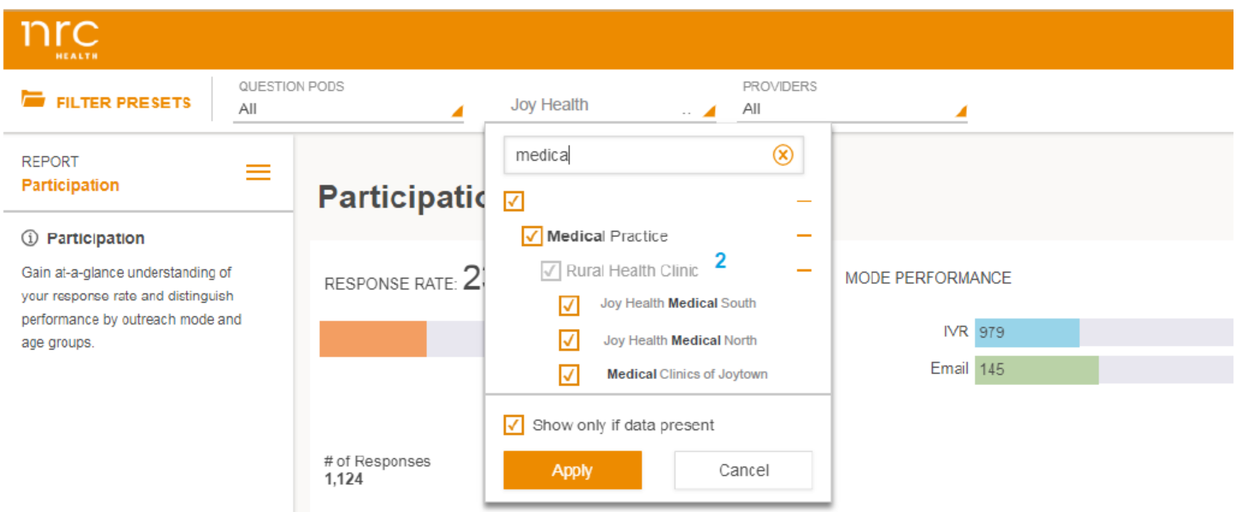
To delete a filter, click on the **Filter Presets** to see the saved filter list. Select the filter and click **Delete**.

Filter Search Capability

All filters have search capability. Typing key words narrows presented filter options that contain search words (e.g. “john”).

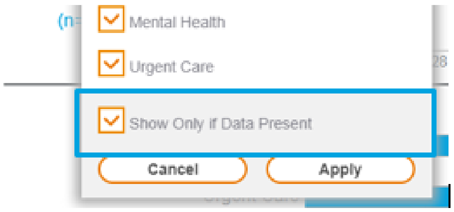


When searching in the Facilities hierarchy filter, the parent level of the hierarchy will be displayed for context (even if it doesn’t contain the searched word); but users cannot select that item. In the example below “Rural Health Clinic” is displayed for context; but cannot be selected.



SMART FILTERS

Smart filters intelligently narrow filters to exclude values that aren't applicable. This ensures that you only see relevant data. For example, if an inpatient Location Group is set, only Question Pods and Providers with inpatient results are available.



The Smart Filter toggle box is viewable at the bottom of each filter, and defaults to **Show Only If Data Present**. To view all filter options, click the box to remove the checkmark.

Note: You can refresh your internet browser to quickly refresh all parameter values.

Subscriptions and Extracts

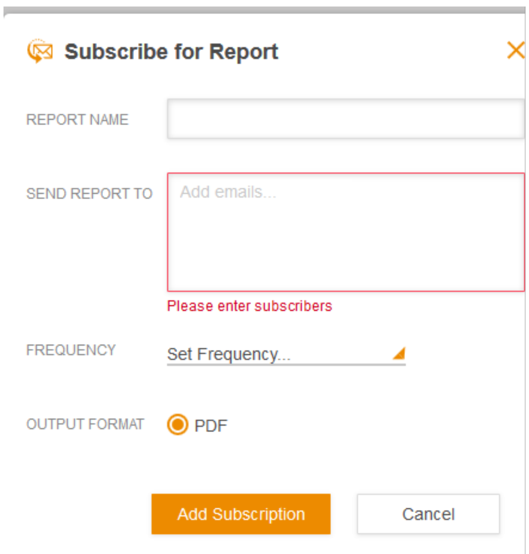
Each Real-time Feedback dashboard and report allows you to create subscriptions for yourself or other users. Many also have additional extract options.

Note: Filters are not tied to subscriptions. If a subscription is set up and a saved filter is changed, the subscription will need to be deleted and re-created to update the filter settings.

CREATING SUBSCRIPTIONS

1. Begin by selecting the filters you need to view on your dashboard or report.
2. Click the **Subscribe** icon 

to open the **Subscription Creation Window**.



3. Enter the **Report Name**.
4. Enter recipient emails in the **Send Report To** field.
5. Choose **Delivery Frequency**:
   - → **Daily**: Subscriptions are delivered each day
   - → **Weekly**: Subscriptions are delivered by end of day Monday each week
   - → **Monthly**: Subscriptions are delivered on the 15th of each month.
   - → **Quarterly** (fiscal or calendar year): Subscriptions are delivered on the 15th of the first month of each quarter.
   - → **Annually** (fiscal or calendar year): Subscriptions are delivered on the 15th of the first month of each fiscal or calendar year.
6. Choose the **Output Format**. *Note: Presently, reports may only be exported as PDFs.*
7. Click **Subscribe**.

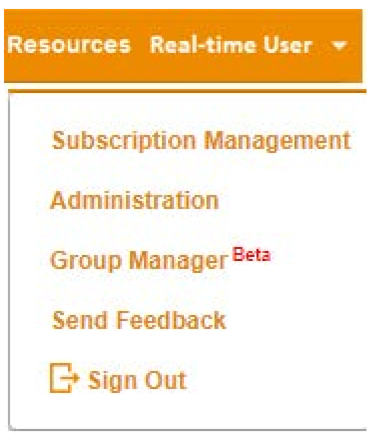
Subscription Exceptions

All reports are available for subscriptions, except:

- **Provider Scorecard**: These are delivered automatically to providers via the Admin page. Note: a send now option is available from the provider scorecard report.
- **Custom Analyst Corner Reports**: Not available for subscription, as they are intended to be pulled as needed.

SUBSCRIPTION MANAGEMENT

Subscriptions can be updated or deleted on the **Subscription Management** page. Click on your user name and select **Subscription Management** from the drop down. Please note you will only find subscriptions that you have created.



The page lists each report, along with important information about it:

- Report Name
- Report Source
- Report Creator
- Recipients
- Delivery Frequency
- Format
- Actions

You can search the report list by Report Name, Report Source, Recipients, or Creator using the search field in the top right.

Editing Subscriptions

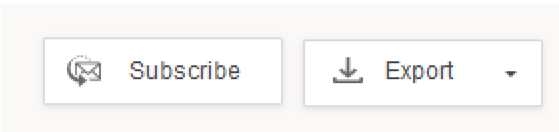
Click on the **Pencil** icon to edit subscriptions. You can change the report name, add or remove recipients, update the delivery frequency, and change the output format (when available).

Deleting Subscriptions

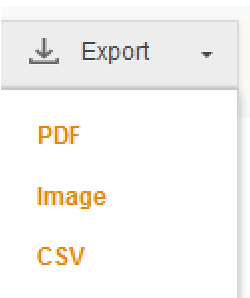
Click on the Trashcan icon to delete subscriptions.

EXTRACTS

Select the **Export** icon (to the right of the **Subscribe** envelope icon).



Select your export type from the dropdown.



Each report has various extract options:

- **PDF** extracts are print-ready, formatted versions of the displayed report. The last page of the PDF extract contains all selected report parameters.
- **Image** extracts are simple images that export exactly what is displayed on the screen.
- **CSV** extracts are tables that download to Excel. They contain the aggregated data used to build the dashboard.

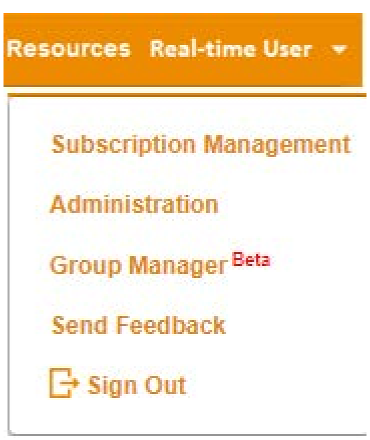
You will see a message that the export has been generated. Click the **Download** button to save it.

Dashboard/Report	Extract Options
Key Metric Dashboard	→ PDF → Image
Department Summary	→ PDF → CSV
Segmentation	→ PDF → Image → CSV

Dashboard/Report	Extract Options
Trend	→ PDF → Image → CSV
Qualitative	→ PDF → Image → CSV
Feedback	→ CSV
Service Recovery	→ CSV
Participation	→ PDF → Image → CSV
Score Summary	→ CSV
Benchmark	→ PDF → Image → CSV
HCAHPS	→ PDF → Image → CSV

Admin User Options

Click on your user name and select **Administration** from the drop-down menu.



Only users with the Admin role established have access to the **Administration** page. Real-time administrative users can manipulate three key aspects of the system, which are accessible via the links at the top of the page:

- Users
- Providers
- Organizational Targets

Manage Users

The **Users** page displays a list of users and includes:

- **User Name**
- Whether the user is an **Admin**
- Whether the user is **Active**
- Whether the user has **Alert Access**

The list is also searchable by user name, via the field in the top left.

Create a New User

1. Click the **Add User** button at the top of the screen.
2. Enter first name, last name, and email address.
3. Select **Reports Access**. This establishes the facilities and locations a user can access.

   Note: Users will automatically be able to see all facilities and locations associated with each client.

4. Select the **Alerts Access.** This is the location or location group for which the user receives alert emails.

   Note: If no Alerts Client is selected, the user will not receive alert emails. Many users prefer this setting.

5. Set **Administrator Permission** by checking the appropriate box(es) for access:

   Admin **PHI Access**

6. Establish a temporary **Password**.

7. Select the check box to send an invitation email.
8. Click **Add user** to save.

Edit Users

To edit a user, click on the **Pencil** icon. Admins can edit any of the user information entered during setup, as well as change locations, start or stop alert emails, and grant or revoke access to the Real-time Feedback site or specific features.

MANAGE PROVIDERS

The **Providers** page displays a list of providers and includes:

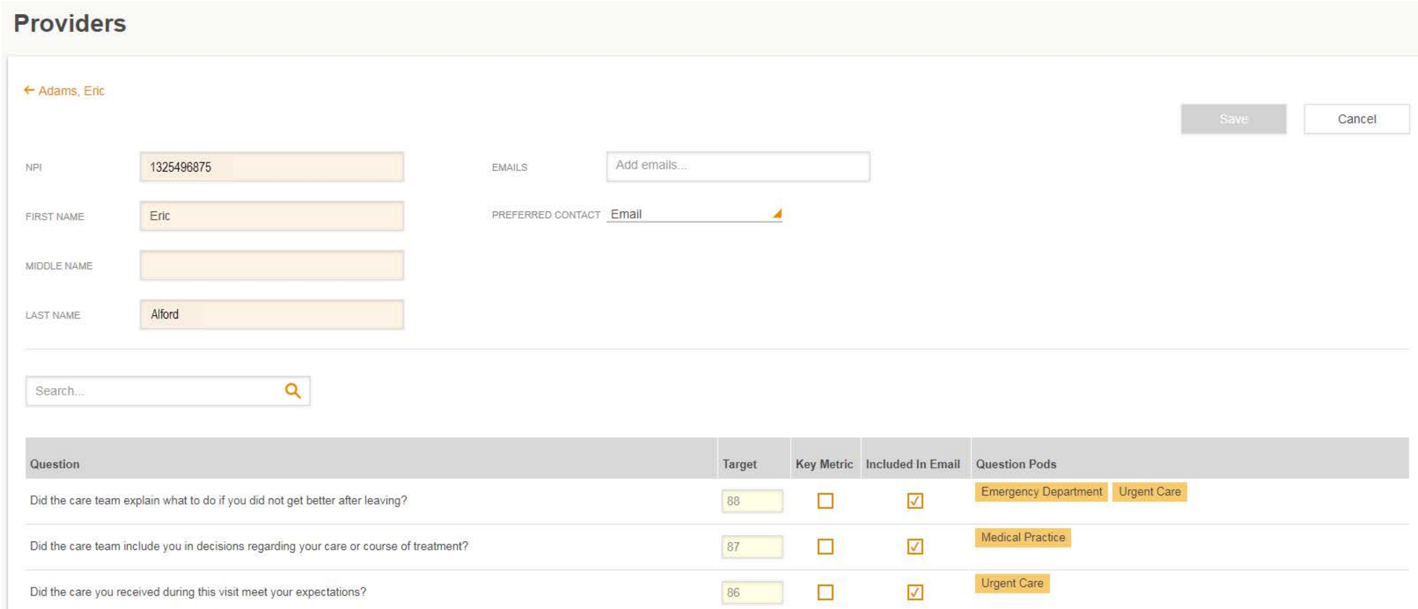
- Name
- NPI
- Email Address
- Preferred Contact Method

It can be searched using the field at the top left. Unique NPIs found in your patient encounter file or HL7 feed will be automatically added to this list, so there is no need for you to maintain an active list of providers.

Mass Editing Providers

Admin users can export the provider list as a CSV, or import a new list, to make mass updates to provider emails and org groups.

1. Click the **Export** button to download the existing list.
2. Update the spreadsheet.
3. Click the **Import** list and select the updated document.



Edit Individual Providers

Click the **Edit** link in the far-right column to open the editing menu for an individual provider and update their:

- → NPI
- → Name
- → Email Addresses
- → Preferred Contact Method
- → Org Groups
- → Desired targets for Provider Scorecard goals

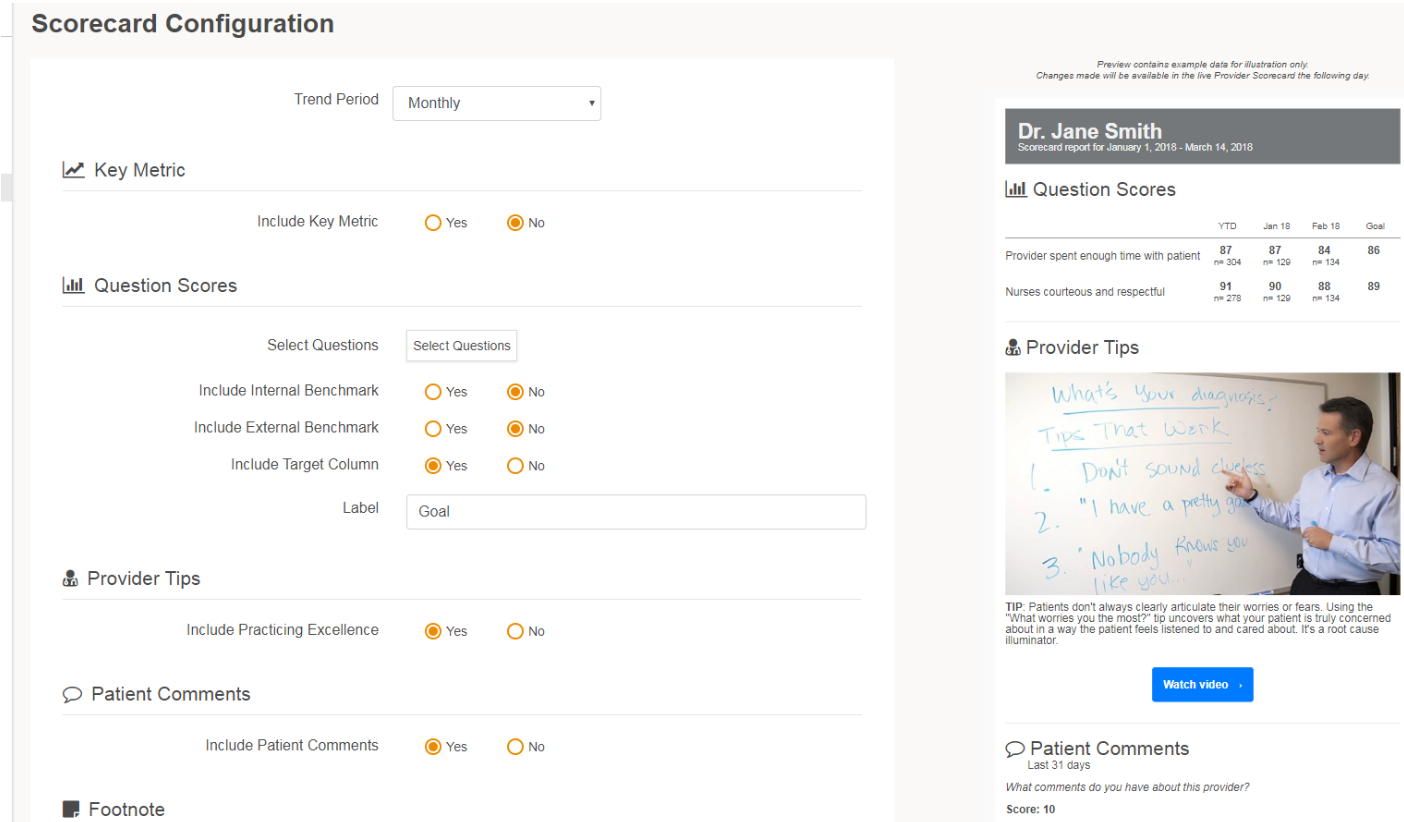
Provider Scorecards

Any provider with an associated email address will automatically receive their Provider Scorecard monthly. Targets entered on the provider page will add a metric to the Provider Scorecard. If no goals are entered, the scorecard will default to showing your organization's key metric.

More than one email can be added to the emails field, i.e. if a clinic manager wants to be added to each of her provider's reports she could also receive them.

If you would like to include metrics on the scorecard even if they don't have goals, the "Include Key Metric" radial button should be selected.

If you would like assistance setting provider goals or managing provider emails, please let your support team know. We'd be happy to set these up for you.

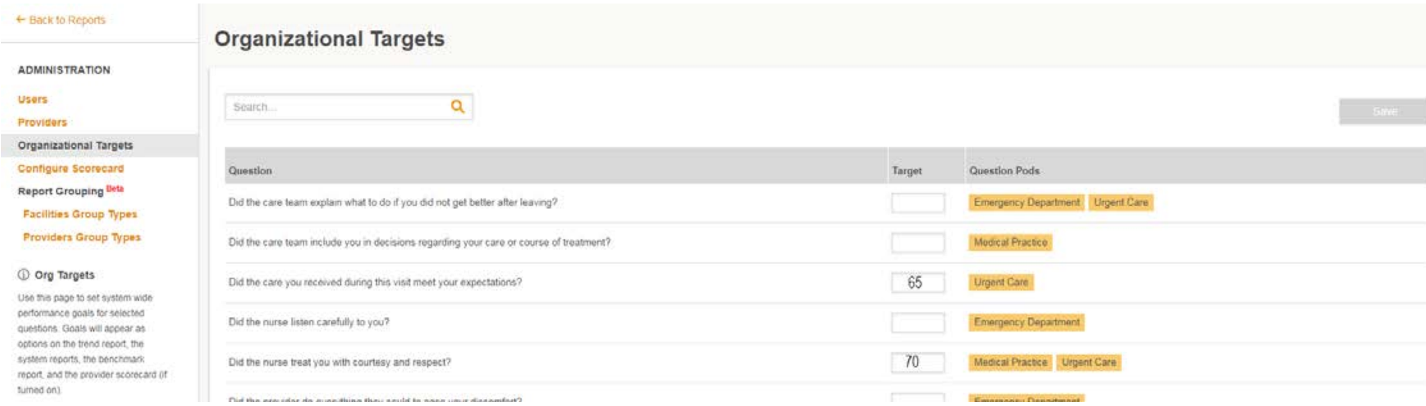


Org Groups

Providers added to org groups are used in a filter on the Benchmark Report. This is often a more reliable method than CMS Classification to group providers into specialties.

Org Group 1 and Org Group 2 tags are now handled through the Group Manager Capability.

MANAGE ORGANIZATIONAL TARGETS

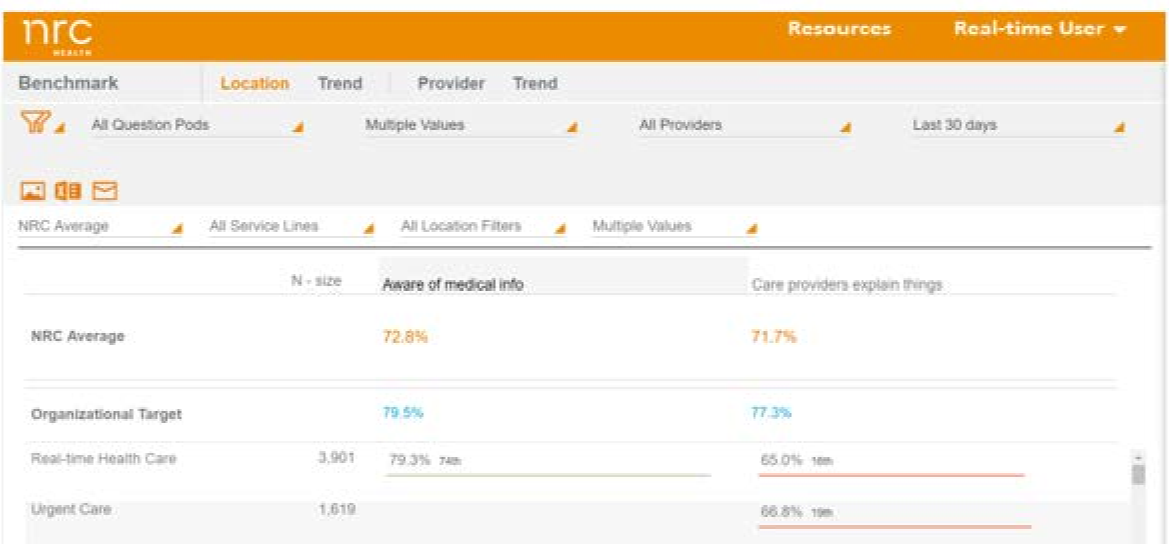


The **Organizational Targets** page allows you to set organizational goals for benchmark report tracking. These are different from the provider targets that appear on the Provider Scorecard, in that provider targets are unique to each provider, but Organizational Targets are consistent across the entire organization. At this time, they cannot be customized for individual Question Pods or locations.

Updating Organizational Targets

Type in the organizational targets you'd like to update and click **Save**. The new targets should appear the following day.

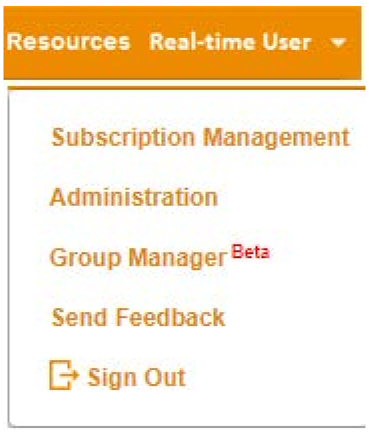
Organizational goals appear in blue on the Benchmark Report.

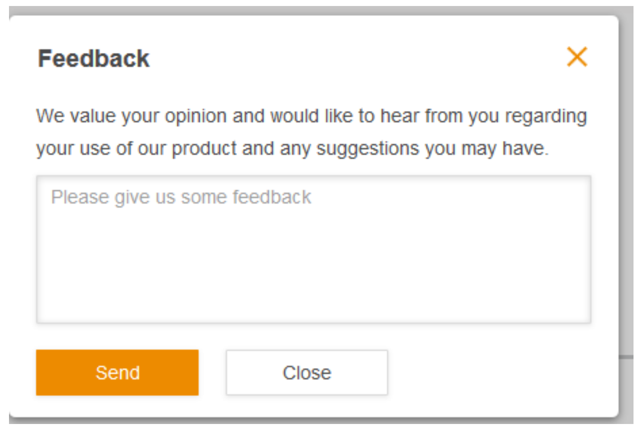


Send Feedback and Sign Out

Select your User Name and from the drop down you can choose:

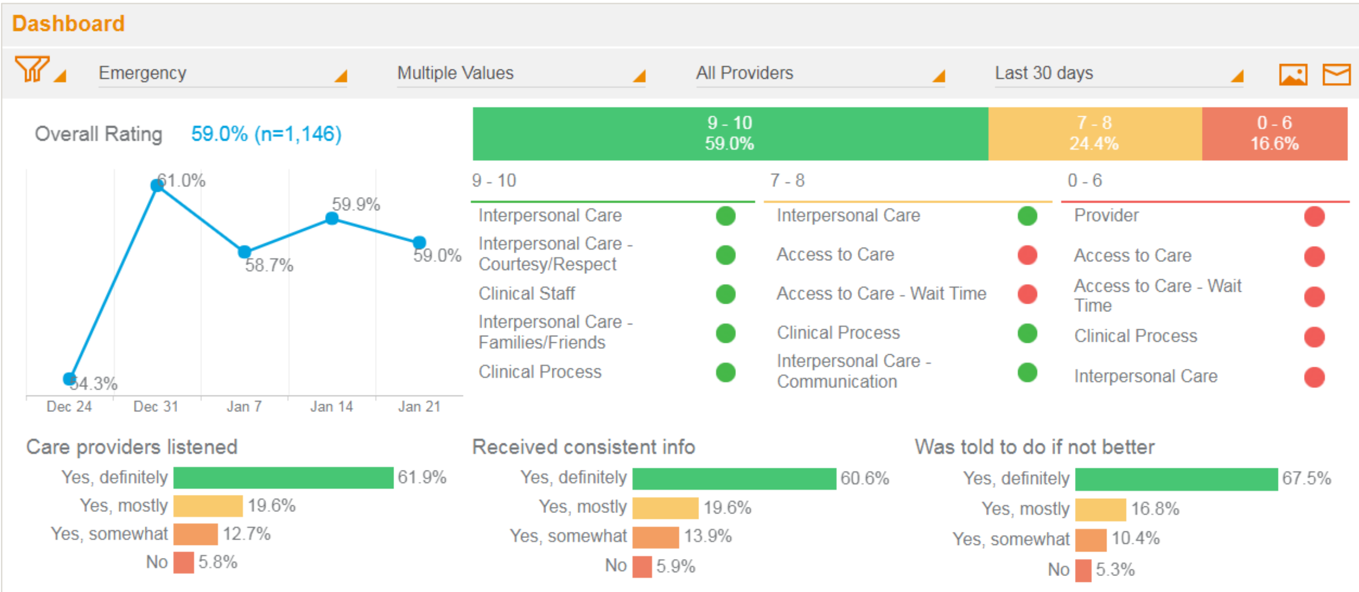
- **Send Feedback** to provide feedback directly to our product team.
- **Sign Out** to sign out of the Real-time website.





Dashboards and Reports

Key Metric Dashboard



The Key Metric Dashboard highlights the voice of your promoters and presents opportunities shared by those whose experiences that could have been improved.

Note: Because the Key Metric Dashboard is run off a single Question Pod filter, navigating to the report from the menu will default to the first Question Pod. Navigating from the Landing Dashboard will allow filters to persist.

Key Metric Dashboard Elements

The Key Metric Dashboard filters that allow you to customize your data are located at the top of the screen. Below them, from the top left, you'll see:

KEY METRIC AND TREND

The Key Metric and Trend element in the top left corner shows the key metric organization score and the trended score for the selected time period.

COHORT ANALYSIS

Just to the right of the Key Metric and Trend element is the **Cohort Analysis.**

- → The horizontal green bar shows the percentage of respondents in the **Promoter** range. These are the top box respondents for the key metric.
- → Yellow shows the percentage of respondents in the **Passive** range. This range represents responses of 7 and 8 for 11-point scales, and middle-box responses for three-point scales.
- → Red shows the percentage of respondents in the **Detractor** range. This range represents responses of 0 through 6 for 11-point scales and bottom-box responses for three-point scales.

Clicking on the green, yellow, or red bar will drill you to the **Qualitative** report for the selected segment. For example, clicking on green will drill users to the Qualitative report for Promoter respondents.

QUALITATIVE HIGHLIGHTS

The **Qualitative Highlights** are located beneath the Cohort Analysis. This element displays the top five qualitative themes mentioned by the respondent cohort. The top five themes are determined by category counts within qualitative comments.

Each category is assigned a green or red dot. If there are more positive comments than negative comments, the category dot will be green. If there is a tie, or more negative comments than positive comments, the dot will be red.

FOCUS QUESTIONS

Focus Questions are located at the bottom of the dashboard. Your NRC Health team can work with you to establish up to three focus questions for each Question Pod. Most organizations select metrics that align well with established improvement initiatives.

Focus questions display the score for each response option within a metric for the selected time period. Clicking on a focus metric will drill you to the **Trend Report** for the selected metric.

Qualitative Dashboard

The **Qualitative Dashboard** is an at-a-glance summary of thousands of comments received from your patients. Since you don't often have time to read through every patient comment, this dashboard provides a quick way to spot potential trouble areas, then drill down to a targeted category to learn more.

For example, in the report above, there appear to be many negative comments about Clinical Process. This would be good category within which to read through the detailed, open-ended comments.

The Qualitative Dashboard is most frequently accessed via the drill path from the Dashboard. This narrows results to the Question Pod and respondents previously selected. However, the report is also useful for identifying broader organizational themes.

Qualitative Dashboard Elements

FILTERS

Located at the top of the screen, filters allow users to narrowly focus on qualitative themes for specific groups of respondents. The Qualitative Dashboard has an expanded set of filters.

The top row contains the **Standard Filters**:

- Question Pods
- Facilities/Locations
- Providers
- Time Period

The second row contains the **Expanded Filters**:

- → **Categories**: Select one or more comment categories for the dashboard.
- → **Sentiment Sort**: Sort the dashboard by most positive, negative, or neutral comments.
- → **Key Metric**: Filter to comments by key metric response options.
- → **Age**: Filter to respondents within a specified age bracket.
- → **Gender**: Filter to respondents of a specified gender.
- → **Language**: Filter to respondents in a specified language.
- → **Marital Status**: Filter to respondents with a specified marital status.
- → **Race**: Filter to respondents of a particular race.

Note: Expanded filters are not available on all dashboards; therefore, they are not saved as part of saved filter sets.

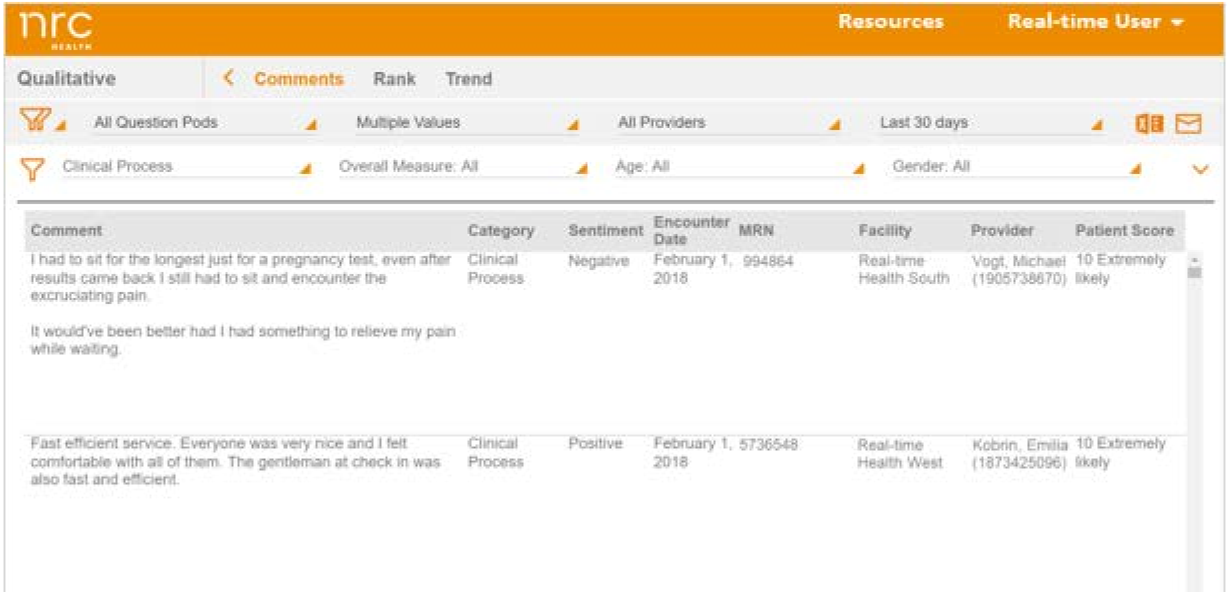
CATEGORIES AND SENTIMENT

Comment Categories are listed vertically. They are assigned by NRC Health's Natural Language Processing (NLP) algorithm. Using key words and phrases within a comment, NLP will assign one or more categories to each comment.

Within each category you can see the count of negative (red), neutral (yellow), and positive (green) comments. The dashboard defaults to showing sentiment counts for comments within each category, but it can be changed to show percentage by clicking **Percent** next to the category filter. Clicking on the red, yellow, or green bar for a comment category will drill the user to all comments for the comment category.

Note: There are a few comment categories that cannot be assigned a sentiment. These comments are not displayed on this dashboard but are visible when drilling down to read all comments.

Comments



Comments are the unfiltered voice of your patients. These are their stories and are often the fastest way to learn what's going well and what isn't. More importantly, stories resonate loudly with the providers and staff who interact with your patients every day.

Note: Comments from email and SMS surveys are loaded daily. IVR comments must be transcribed and are uploaded on Monday, Wednesday, and Friday, so may have a slight delay after the response date.

Comments Report Elements

FILTERS

Located at the top of the screen, filters allow users to focus on qualitative themes for specific groups of respondents. The Comments Report has an expanded set of filters.

The top row contains the **Standard Filters**:

- → Question Pods
- → Facilities/Locations
- → Providers
- → Time Period

The second row contains the **Expanded Filters**:

- **Categories**: Select one comment category. The default selection is the drilled-from category.
- **Question/Answer Text**: Filter to comments from respondents who answered a specific question with a specific response. For example, use this filter to look at comments from respondents who identified poor provider communication.
- **Age**: Filter to respondents within a specified age bracket.
- **Gender**: Filter to respondents of a specified gender.
- **Language**: Filter to respondents in a specified language.
- **Marital Status**: Filter to respondents with a specified marital status.
- **Race**: Filter to respondents of a particular race.

Note: Expanded filters are not available on all dashboards, therefore, they are not saved as a part of saved filter sets.

COMMENT CHART

The **Comment Chart** displays the:

- Patient Comment
- Comment Category, as assigned by NRC Health's NLP algorithm
- Encounter Date of Patient's Visit
- MRN for Patient (only visible to users with PHI permission checked)
    - Note: MRN is not available in subscription reports.
- Facility in which the encounter took place
- Provider associated with the encounter
- Patient score for key metric

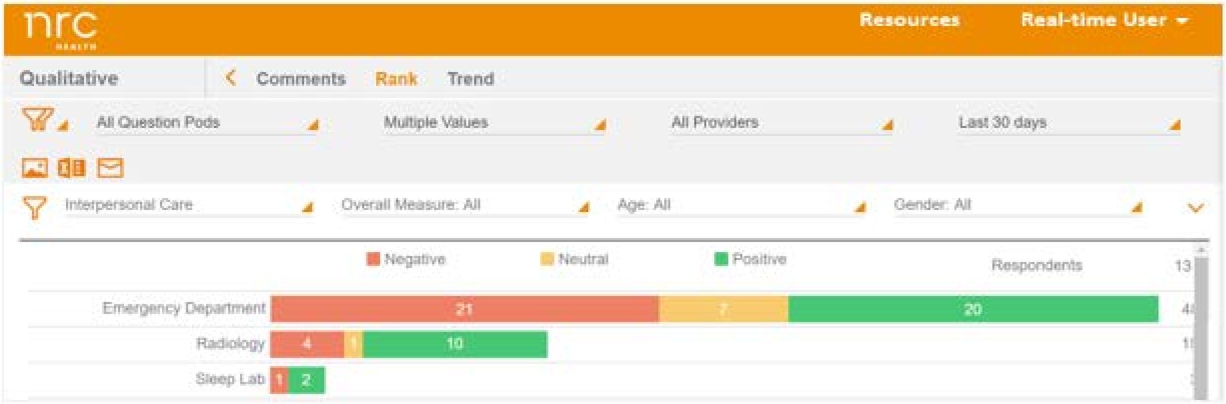
Comment Categories and Sentiment

To learn more about how comment categories and sentiments are assigned, please refer to the NLP section.

Sub Reports

The Comments Report features two sub reports. These are accessed by clicking the links next to **Comments** at the top of the report.

RANK

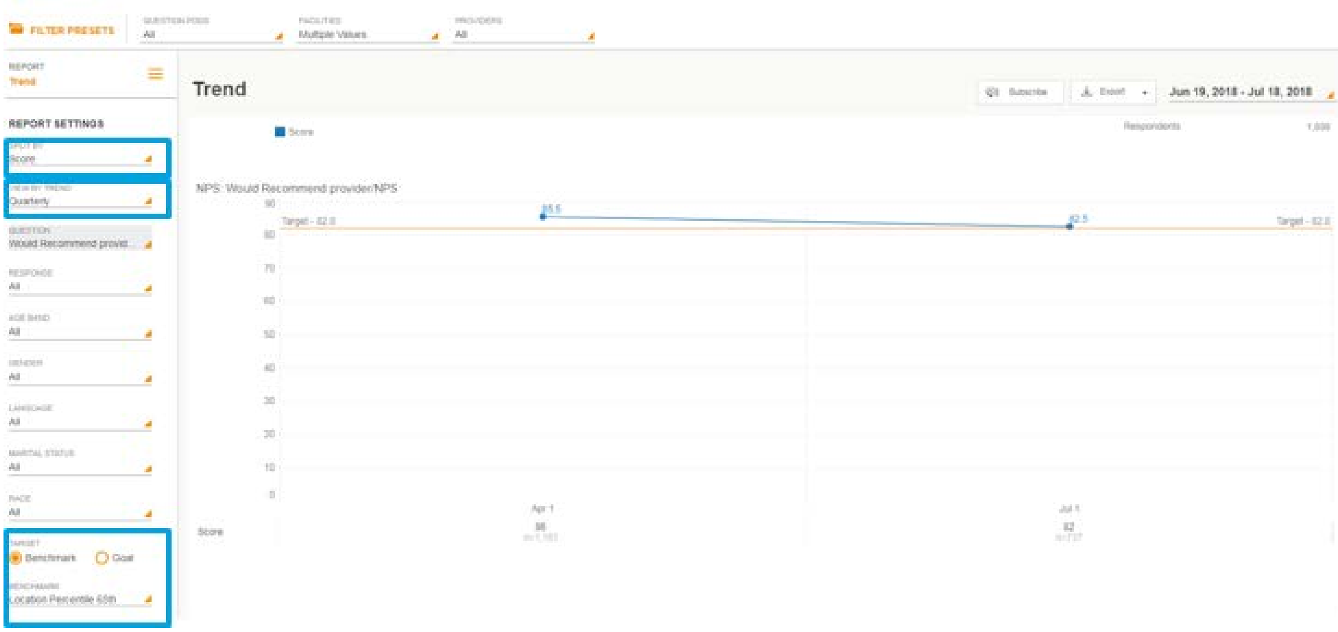


The **Rank Report** allows users to compare Facilities/Locations using the same view as the Qualitative Dashboard. Rather than viewing all categories, this report displays a single comment category, and selected locations are listed vertically.

The filter selections on the Qualitative Dashboard are also available here.

TREND

The **Trend Report** allows users to easily trend the percent positive score, compare against a target, and have greater flexibility in selecting trend periods. The Trend Report defaults to showing users a single trend line for the percent.



1. Users can choose to split by “Answer Text” if they want to see scores split by various response options.

2. Users have additional ability to change the trend period. The default is “Auto” which configures the trend period automatically based on the time period selected. However, users can override and change to Monthly or Quarterly.

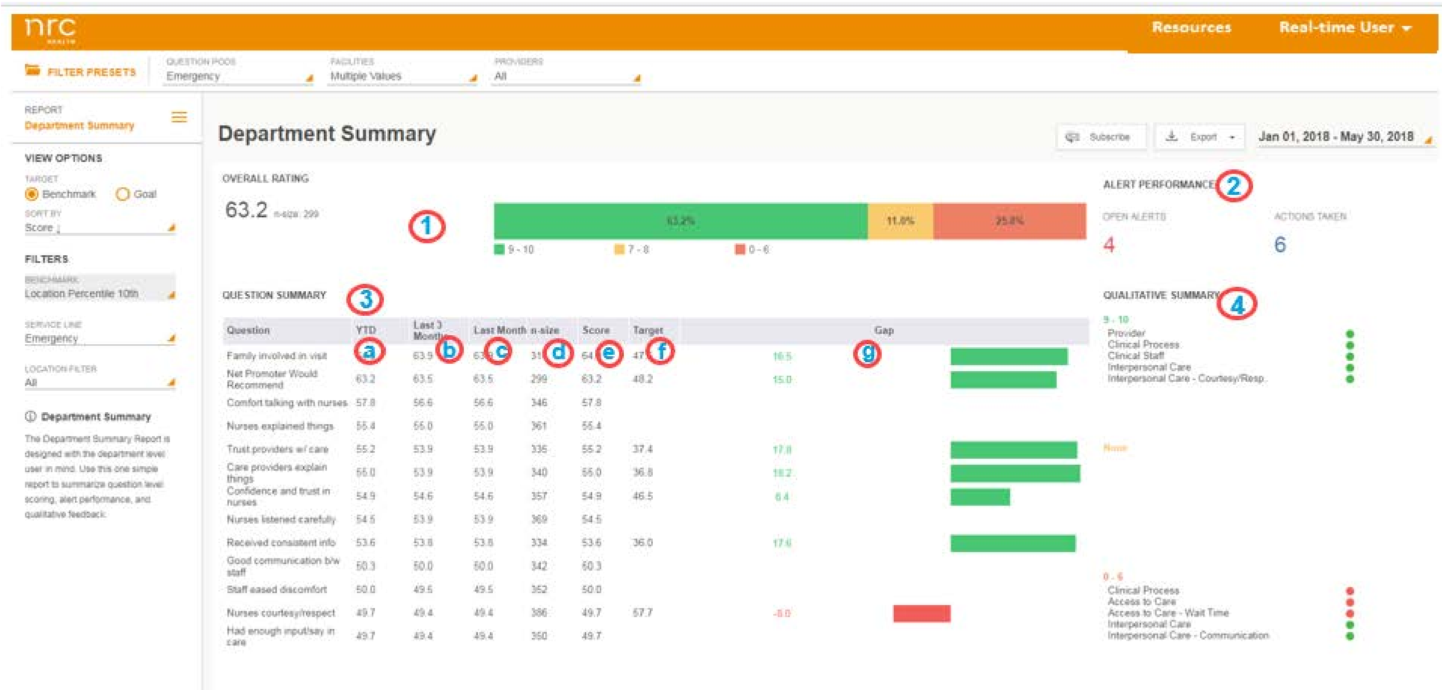
   Note: If the time-period selected is shorter than the trend period (e.g. Last 30 days, and trend by quarter) the trend report will show a single time-period and it will only have data for the selected time frame (e.g. Last 30 days).

3. Target Line is now displayed on the report. The target line can be either a Benchmark or a Goal. Benchmarks can be configured using additional filter options. Goals can be configured using the Organizational Targets section of the admin page.

4. Exporting **PDF (All)** will provide users with a PDF that contains data for all questions available.

Department Summary

The **Department Summary Dashboard** is designed with the department level user in mind. This report provides a comprehensive overview of an area's performance, across all metrics, alerting, and qualitative feedback.



Department Summary Dashboard Elements

1. Key Metric Summary –score and n-size are shown, along with the distribution of promoters, passives, and detractors. This will combine 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.

2. Alert Performance –shows a simple count of open alerts, and alerts where action has been taken for the time period selected.

3. Question Summary –shows a table of data for all questions eligible for the question pod(s) selected.
   a) **YTD** –always shows the score year to date from today
   b) **Last 3 Months** –always shows the score for the last 3 months from today
   c) **Last Month** –always shows the score for the last month from today.
   d) **n-size**–shows the number of returns for the question for the selected time period
   e) **Score** –shows the score for the question for the selected time period
   f) **Target** –can be either a benchmark or an organization goal
   g) **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.

4. 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

FILTERS

In addition to the standard filter list, the Department Summary report includes Expanded Filters:

- → **Benchmark**: Filter to NRC Average, specific Location Percentile or specific Provider Profile.
- → **Service Line**: Filter to respondents of a specified Service Line
- → **Location Filter**: Filter to respondents of a specified Location.

ADDITIONAL NOTES

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

Segmentation

The **Segmentation Dashboard** is one of the most illuminating dashboards. Utilized to quickly identify populations that may be reporting worse experiences on average, it is a great research starting point and a helpful indicator of which populations' comments may require additional attention.

Segmentation Dashboard Elements

FILTERS

In addition to the standard filter list, the Segmentation report includes Expanded Filters:

→ **Age Band**: Filter to respondents within a specified age bracket.

→ **Gender**: Filter to respondents of a specified gender.

→ **Language**: Filter to respondents in a specified language.

→ **Marital Status**: Filter to respondents with a specified marital status.

→ **Race**: Filter to respondents of a particular race.

Note: Expanded filters are not available on all dashboards; therefore, they are not saved as a part of saved filter sets.

KEY METRIC AND TREND

In the upper right-hand corner, the report displays the same key metric and trend presented throughout the Real-time Feedback site. The remaining two charts on the segmentation dashboard show the same information in slightly different formats.

BUBBLE CHART

The chart immediately below the key metric trend chart shows bubbles representing different patient populations and their responses relative to the average experience of your total population.

- → Each **column** represents a demographic field (age, gender, language, marital status, race).
- → Each **bubble** represents a value within a demographic field (e.g., English, within Language).

There are four data elements available on the chart:

- → The **vertical position** of the bubble represents the average score of a segment.
- → The **size** of the bubble represents the number of respondents in the segment.
- → The **color** of the bubble represents relative performance against the average score, with red indicating less than average, green indicating greater than average, and gray indicating average. The colors are driven by a five-step gradient—the darker the color, the further away scores are from the average.
- → The **horizontal grey line** denotes the average score for the selected parameters.

LOLLIPOP CHART

The chart occupying the left portion of the dashboard is a **lollipop chart** and shows much the same information as the bubble chart, only visualized slightly differently for ease of use on drill-through.

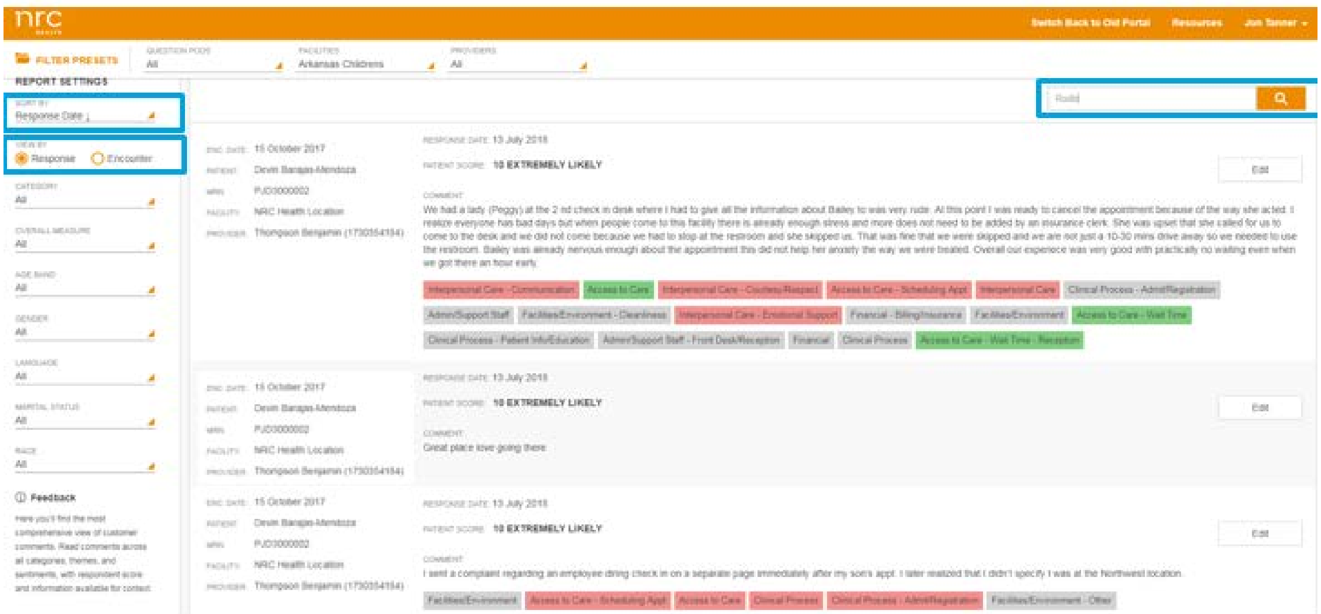
- → Each **row** represents a segment grouped into demographic fields (e.g., Age: 18–44).
- → The **color** of the lollipop chart represents relative performance against the average score, with red indicating less than average, green indicating greater than average, and gray indicating average. The colors are driven by a five-step gradient—the darker the color, the further away scores are from the average.
- → The **length** of the lollipop chart represents the number of respondents in a segment.

Clicking on the lollipop chart of a particular segment will drill to the **Qualitative Dashboard** with the segment filter in place. For example, you can drill to the Qualitative Dashboard for the Spanish-language segment.

Feedback

The **Feedback Report** is another view that makes use of the open-ended feedback provided by patients. It includes additional information that is not available on the Comments report. You can select all comment categories instead of a single comment category. For each comment, you can also view all the comment categories and sentiments assigned. All comments are available by response date.

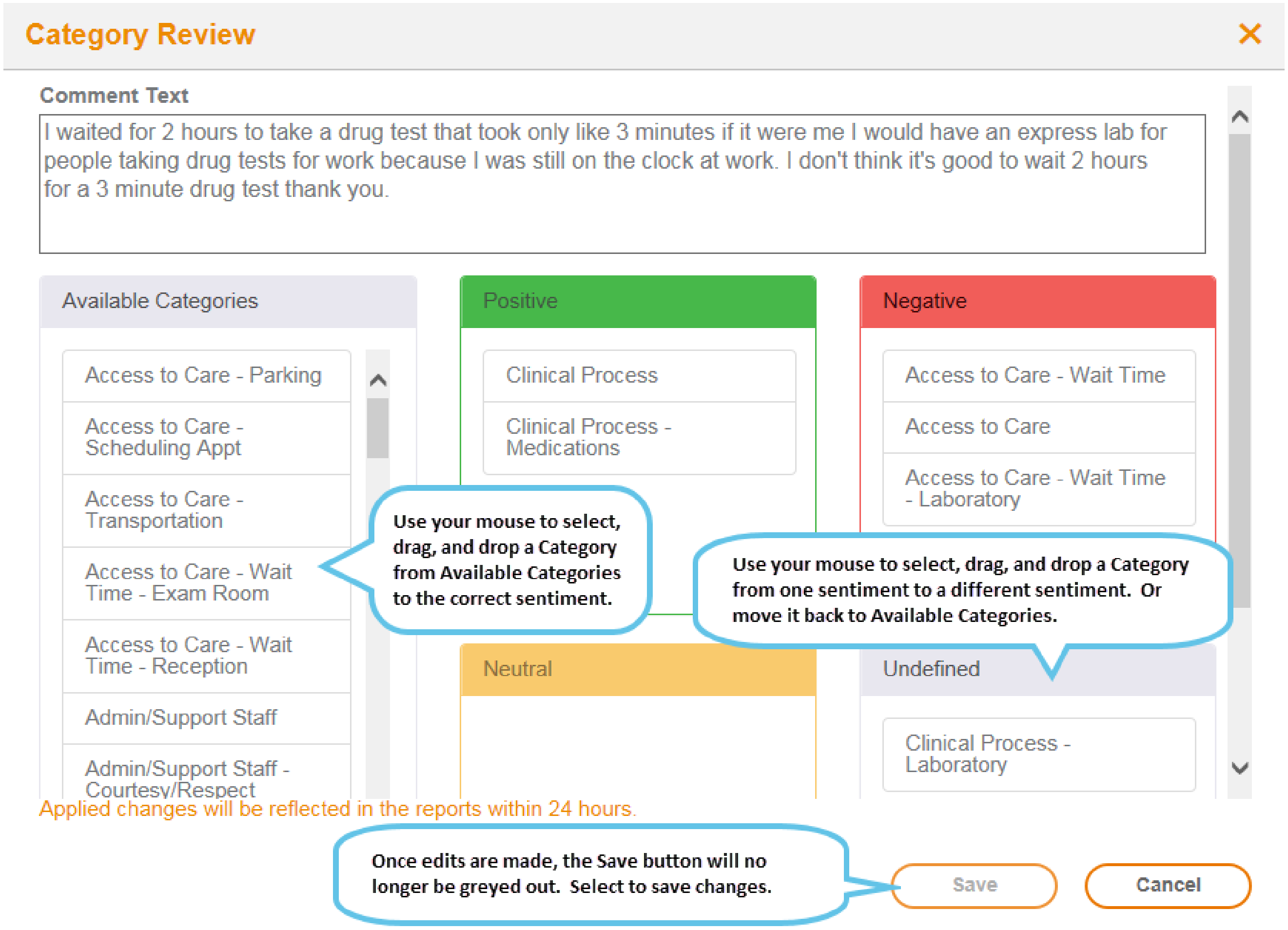
Note: Comments from email and SMS surveys are loaded daily. IVR comments are only updated on Monday, Wednesday, and Friday, and would be visible to users the day after uploading. Because of this there may be a delay between IVR Comment response date, and date viewed in Real-time Portal.



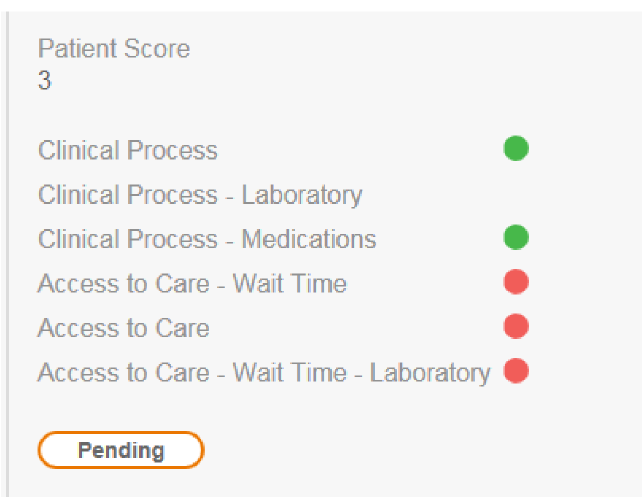
Color coding for comment categories is as follows:

- **Green** = positive
- **Grey** = undefined
- **Yellow** = neutral
- **Red** = negative

By selecting the Edit button, users with the Admin Role will be able to edit categories and sentiment in the **Category Review** popup window. This window will open displaying all available Categories and 4 buckets: Positive, Neutral, Negative, and Undefined that corresponds to the sentiment.



*Note: After saving edits the Edit button on the **Feedback Report** will now say "Pending" to reflect that updates were made. Applied changes will be reflected in reports within 24 hours.*



FILTERS

Located at the top of the screen, filters allow users to narrowly focus on qualitative themes for specific groups of respondents. The Feedback Report has an expanded set of filters.

The top row contains the **Standard Filters**:

- → Question Pods
- → Facilities/Locations
- → Providers
- → Time Period

The second row contains the **Expanded Filters**:

- → **Categories**: Select one comment category. The default selection is the drilled-from category.
- → **Encounter Date Sort**: Sort comments from newest to oldest or oldest to newest.

Note: Expanded filters are not available on all reports; therefore, they are not saved as a part of saved filter sets.

The Feedback Report includes a Search Bar allowing users to search for themes by key word or phrase.

- Words found in the report will be highlighted as the search is conducted.
- Comments will be filtered to just those containing the search term, if you select the “search icon”.

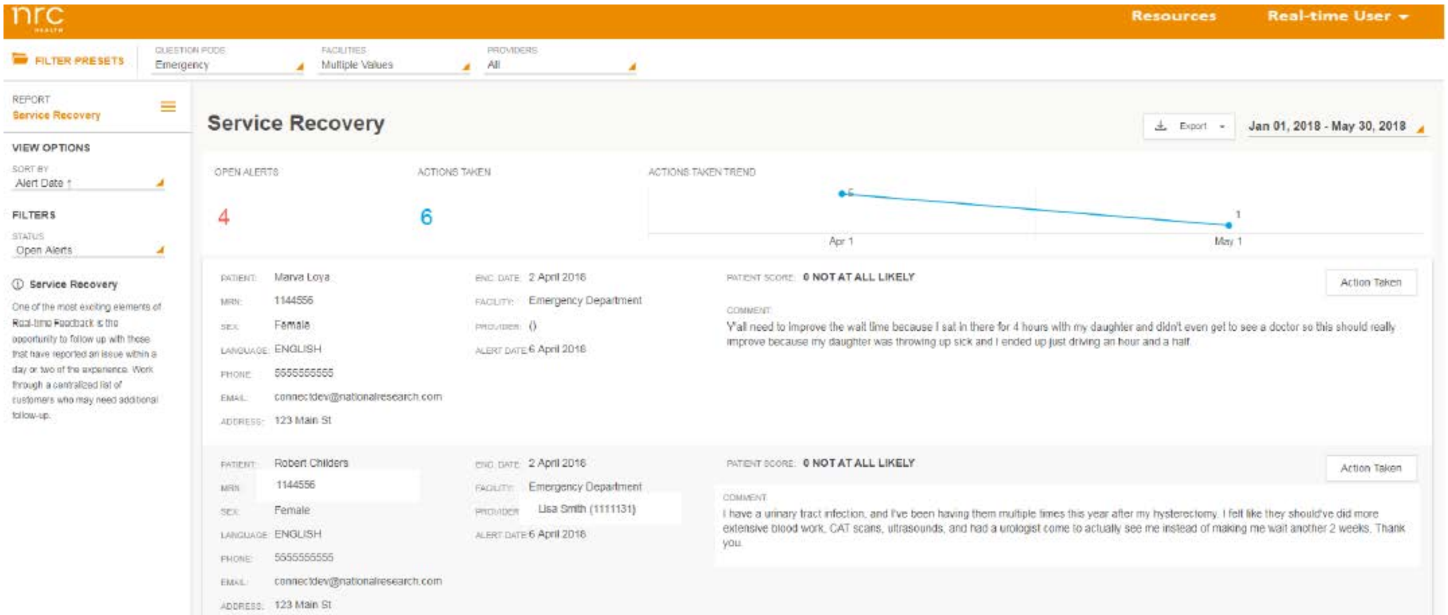
FEEDBACK CHART

Each row displays:

- → Visit Information, including the Encounter Date, Facility, and Provider (if present)
- → A Feedback column containing all categories tagged by the NRC Health NLP and the associated sentiment for each category, with green indicating positive feedback and red indicating negative feedback
- → The raw comment from the respondent
- → Comments default to pulling by response date.
    - o If the time period selected is “last 30 days” comments will appear that have response dates within the last 30 days. This will ensure no new comments are missed even if the response was received weeks after the encounter.
    - o Users can switch back to Encounter date using the View By toggle.
- → Additional sort option of “sort by response date” has been added.
- → Each page will have 25 comments. Users can page over or page back using the control in the bottom right hand corner of the report.
- → All comments are included. (No longer limited to the 100 most recent comments.)

Service Recovery

Service Recovery allows you to identify patients who are most at risk for outmigration, review the open-ended feedback they have given you, and resolve open alerts.



Service Recovery Elements

FILTERS

The service recovery dashboard has the standard set of filters available, which include:

- **Question Pods**: This is the fastest way to filter to a particular service line like Emergency or Inpatient.
- **Facilities/Locations**: Narrow results to a specific Facility, Location, or Facility/Location grouping.
- **Providers**: Narrow results to a single provider or group of providers.
- **Time Period**: The Service Recovery report shows a different date range than most of the other Dashboards and Reports. Instead of showing the date range relevant to the most recent visit date with a response, service recovery shows the most recent visit date with an open alert ticket. For example, if the most recent visit date with a response is January 22nd, then data for other dashboards will be displayed from January 22nd. If the most recent open alert is from January 20th, the service recovery report will be dated from January 20th.

OPEN ALERTS

The **Open Alerts** box shows the number of patients within the selected parameter set that have left comments that triggered unresolved alerts.

ACTION TAKEN

The **Action Taken** box shows the number of alerts that have been triggered and resolved for the selected parameter set.

ACTION TAKEN TREND

The **Action Taken Trend** to the right of the boxes shows the number of alerts resolved for the selected parameter set trended over time:

- → Trend displayed by week, for Last 30 Days and Last Month
- → Trend displayed by month, for all other time periods

ALERT LIST

The **Alert List** allows you to view, take action on, and resolve alerts. Alerts can be scrolled through via the blue up or down arrows. Each line in the list shows:

- → **Patient Information**: Displays the information needed to look up the patient record and reach out. It includes patient name, MRN, sex, age, language, phone number, and email address.
- → **Visit Information**: Displays the visit date, facility, and provider associated with the record.
- → **Feedback**: Displays the date the alert was triggered, and the patient's score for the key metric.
- → **Comment**: Displays the full text of the patient comment that triggered the alert.

The **Action Taken** button removes the alert from active list and adds it to the **Resolved** column.

Alert Timing

Even though data in the reporting site is updated daily, alerts are triggered, notifications are sent, and comments appear in Service Recovery as they happen. Many alerts may be issued throughout the day. Email and SMS respondent alerts are issued within minutes of receipt. IVR comments must be transcribed and are loaded on Monday, Wednesday, and Friday of each week.

Alert Permissions

Users must have "Service/Recovery/PHI Permission" checked to see this page, as it contains PHI. They will only receive alert emails if they have been signed up to do so, and only for the location(s) they have assigned. Similarly, while on the Service Recovery page, users will only see data for the location(s) for which they have permissions assigned. See the **Administration** section for details.

What Triggers an Alert?

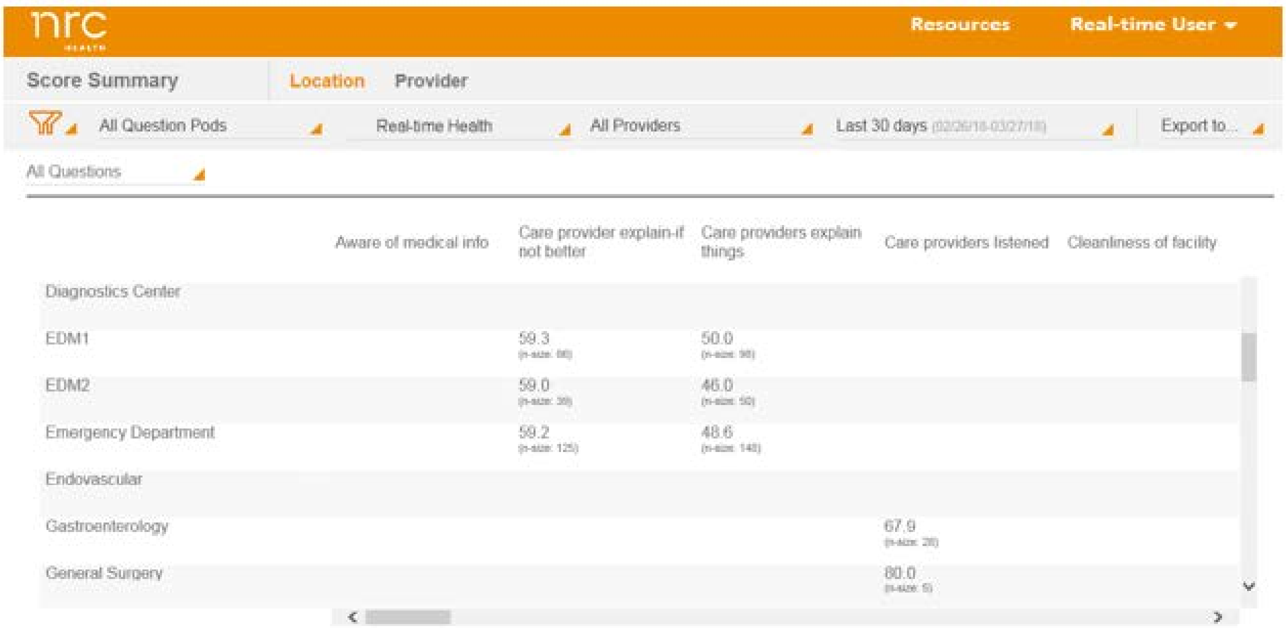
Alerts are triggered by NRC Health's NLP, which combs comments for words and sentiments that may trigger an alert. For example, words that suggest a clinical error, like "misdiagnose," or phrases that suggest a contact request, like "call me" or a phone number, will trigger alerts. For more information, please refer to the NLP section.

Score Summary

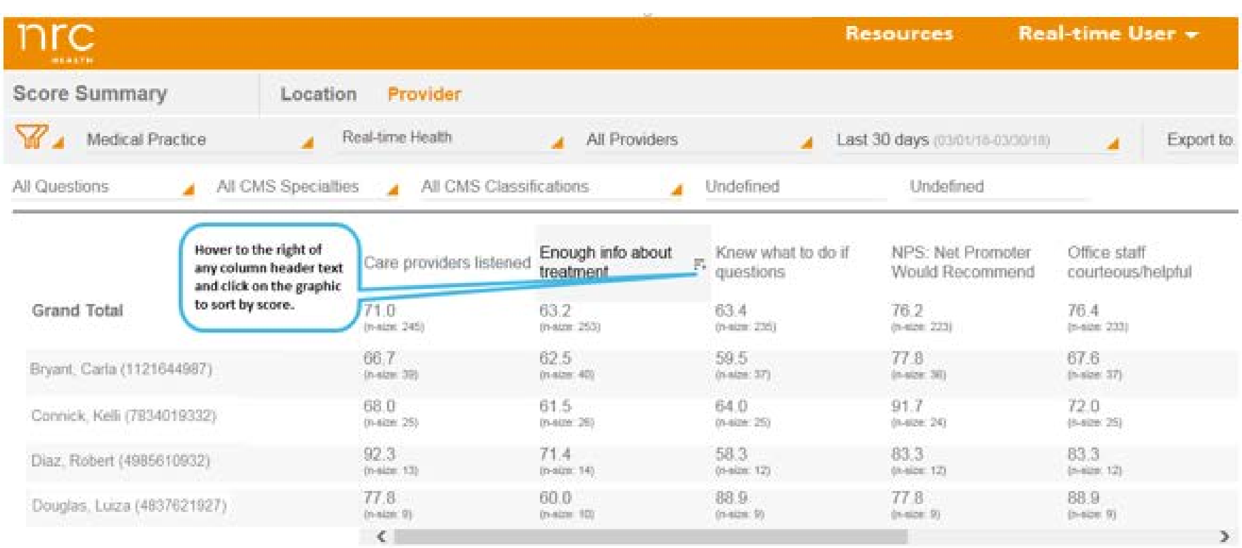
Score summary is a report aimed at analyst users to quickly pull a table of all questions for all providers or all locations. This report is for purely functional views. The report exports to CSV to allow users to further configure and create custom visualizations.

*Note: **Location** is the default view, but a list of providers is available by toggling to the provider tab.*
Note: Subscription for this view will be available in April.

Location View



Provider View



FILTERS

The standard set of filters is available for both the **Location** and **Provider** views.

- Question Pods
- Facilities/Locations
- Providers
- Time Period

The second row on the **Location** view contains the **Expanded Filter**:

- **All Questions**: The default selection is “All”. Narrow results to a specific question or multi-select questions. *Note: Question selection will persist between Location and Provider Reports.*

The second row on the **Provider** view contains the **Expanded Filters**:

- **All Questions**: The default selection is “All”. Narrow results to a specific question or multi-select questions.
- **All CMS Specialties:** The default selection is “All”. Narrow results to a specific CMS Specialty or multi-select specialties.
- **All CMS Classifications:** The default selection is “All”. Narrow results to a specific CMS Classification or multi-select Classifications.
- **Org Group 1:**
- **Org Group 2:**

Note: If not defined, Org Group 1 and Org Group 2 will display as “Undefined” and there will be no active drop-down selection(s) available.

Benchmarking

While healthcare loyalty is best measured at the individual level (n = 1), it is also valuable to understand customer feedback at the organizational level, and to compare against other like organizations. To meet this need, NRC Health provides robust and reliable comparative benchmarking information. Below are the specifications for Real-time Feedback benchmarking data, by question.

REAL-TIME FEEDBACK BENCHMARKING SPECIFICATIONS

- Benchmarks include ratings from the previous 12 months, updated on the first business day of each quarter.
- The NRC Health Average is available for all questions.
- Questions may be mapped to other like questions for benchmarking.
- For percentile-based benchmarks, there must be at least 30 providers or locations using a question, and the 30 providers or locations must have a minimum of 30 responses each.

PERCENTILE RANKS

To calculate a percentile rank, NRC Health begins by sorting scores from lowest to highest and dividing those scores into 100 equal groups. The relative position of a given score on that list determines the percentile rank. A score at the 55^{th} percentile, for example, indicates that the score is better than 55% of the scores in the list. Groupings of data that do not meet the above specifications (at least 30 providers/locations with at least 30 responses each) will display an NRC Health Average benchmark score, but percentile ranking will not be displayed.

PROVIDER VS. LOCATION BENCHMARKS

NRC Health offers two approaches to benchmarking in real time, to provide the most applicable comparison data.

Provider-based Percentile Ranking

Patient ratings are grouped by provider. Then provider-level scores are calculated and sorted, and percentiles are calculated by plotting provider scores on a distribution of 1 to 100.

The resulting provider-based percentile ranking is most applicable when you're seeking to compare your provider scores to other provider scores in the national database.

Location-based Percentile Ranking

Patient ratings are grouped by location (e.g., clinic or hospital). Then location-level scores are calculated and sorted, and percentiles are calculated by plotting location scores on a distribution of 1 to 100.

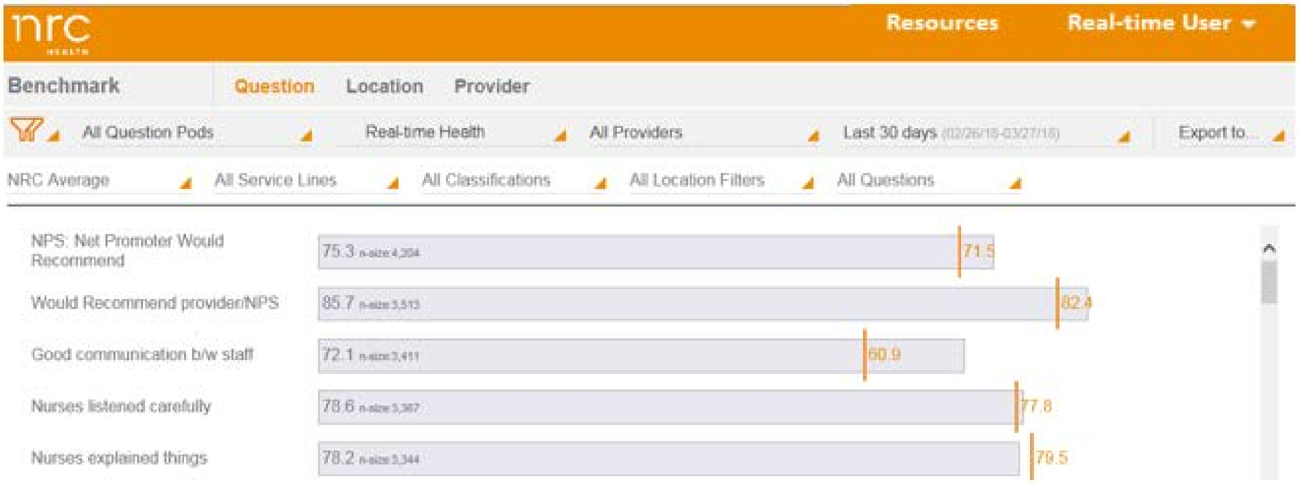
The resulting location-based percentile ranking is most applicable when you're seeking to compare your location scores to other location scores in the national database.

SERVICE LINE, LOCATION TYPE, AND SPECIALTY BENCHMARKS

The most relevant benchmark will align with your organizational strategy, not only in terms of question content, but also in the type of care and the setting in which it was received. For this reason, NRC Health provides Service Line (e.g., inpatient, emergency, medical practice), Location Type (CHA or Vizient Academic), and Specialty (CMS classification) benchmarks. This means that even if the same question is asked of all consumers, you can isolate the responses most applicable to your organization. Service Line and Location Type benchmarks are available in the **Location Benchmark Report**. Specialty and Location Type benchmarks are available in the **Provider Benchmark Report**.

ACCESSING REAL-TIME FEEDBACK BENCHMARKS

The **Benchmark Report** allows you to access your own scores and organizational targets alongside NRC Health benchmarks.



The following benchmarks are available:

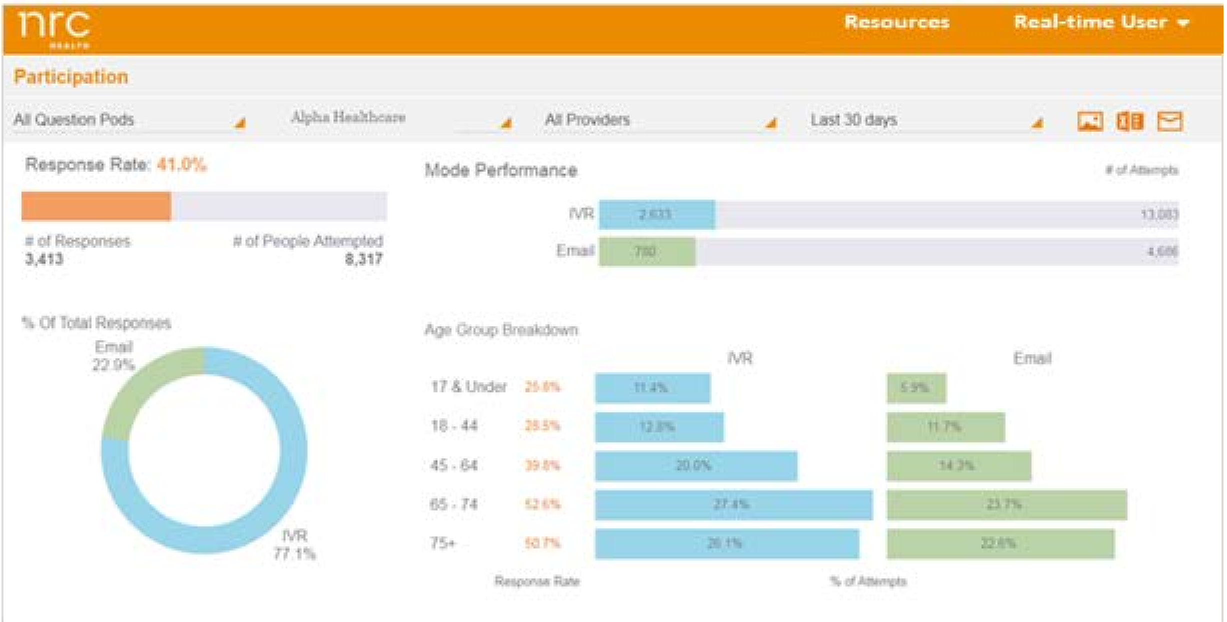
Service Line Benchmarks		
All service lines	Home Health	Outpatient Services
Adult Day Care Family	Independent Living (Family)	Pharmacy
Adult Day Care Participant	Independent Living Resident	Prospective Resident
Assisted Living (Family)	Inpatient	Retail Clinics
Assisted Living Resident	Medical Practice	SNF Family
Emergency	Home Health	SNF Resident

Location Type Benchmarks		
All location types	Children’s Hospitals (CHCA)	Academic Hospitals (Vizient)

Doctor Specialty
Based on specifications downloaded from CMS, benchmarks are created for each Classification and Specialization according to provider NPI.

Participation Dashboard

The Participation Dashboard is designed to allow users to quickly identify overall response rates and spot the most successful outreach modes.



Participation Dashboard Elements

FILTERS

The Participation Dashboard has the standard set of filters available, which include:

- **Question Pods**: This is the fastest way to filter to a particular service line like Emergency or Inpatient.
- **Facilities/Locations**: Narrow results to a specific Facility, Location, or Facility/Location grouping.
- **Providers**: Narrow results to a single provider or group of providers.
- **Time Period**

RESPONSE RATE

Located in the upper left-hand corner of the Dashboard, this orange bar chart shows the overall response rate for the selected parameter set. Response Rate is calculated by dividing the total number of responses by the total number of patients with attempted outreach.

Response Distribution
Immediately below the Response Rate chart is a pie chart showing the distribution of responses by mode.

In the example above, 22.9% of the 3,413 responses come from email, and 77.1% of the 3,413 responses come from IVR.

MODE PERFORMANCE

In the upper right-hand corner of the dashboard, this bar chart illustrates the total number of responses out of the total number of attempts made, grouped by mode. It shows which mode is most efficient in connecting with your patient population.

Note: Because each person may receive up to three outreach attempts, the total number of outreach attempts will always be larger than the number of people attempted (as shown in the orange Response Rate chart).

AGE GROUP BREAKDOWN

This chart is broken out by age group, and shows:

Response Rate: Displayed as a percentage in orange. This is calculated by dividing the total number of responses by the total number of patients with attempted outreach.
Mode Success Rate: This is calculated by dividing the total number of responses by the total number of attempts in a given mode.

Note: Each mode may have more than one outreach attempt per person, depending on your established outreach rules.

Provider Scorecard

The Provider Scorecard is designed with the provider in mind. It shows a limited number of metrics that have been identified by providers as being most relevant to them. Each scorecard comes with a few key metrics, a helpful skill-building video from our partners at Practicing Excellence, and the open-ended feedback provided by patients within the last month.

The Provider Scorecard is delivered once a month via email, with no logins to use or attachments to be opened. Since it's designed to be mobile-friendly, it looks great on tablets and phones.

It is not intended to be the most complete summary, so more analytical users may prefer additional information. All the reports within the Real-time Dashboard can be built at the provider level, so if a clinic manager or analyst wants all metrics for a provider or more analysis on qualitative data, we suggest utilizing the Benchmark report or the Qualitative dashboards, then filtering to the individual provider.

Provider Scorecard Elements

KEY METRIC

The Key Metric shows the single most important score to the provider right at the top of the card. You can select a common key metric for the entire organization or configure at the provider level. Information available with the key metric includes:

- The Key Metric is the score year to date.
- The N-size for the key metric
- The response distribution for the key metric

Additionally, you can choose to show:

- The providers peer ranking for the key metric
- The distribution for the key metric score across all locations a provider practice at

QUESTION SCORES

Question Scores show a provider's:

- → Score, year to date
- → Score for the last 2 time periods
- → Comparison scores of goal, internal benchmark or external benchmark.
- → N-size, for all provider metrics

Question Scores are configurable at the provider level. Many organizations only include the one to three performance metrics for which providers receive incentive compensation. This keeps the dashboard clean and easy to read, though you are welcome to add as many other metrics as you like.

Note: Organizations with an established fiscal year will utilize it by default for this report.

PROVIDER TIPS

We've partnered with Practicing Excellence to offer our Real-time providers a new video each month, related to improvement themes that most impact the patient experience. Clicking **Play** on the video will launch a new webpage, where providers can watch a one-to-three-minute video with content designed by top-performing physicians across the country.

PATIENT COMMENTS

Patient comments gathered since the last scorecard delivery are included in each scorecard. The facility where the comment occurred is also included for context.

Some organizations wish to turn off patient comments for scorecards. Let your NRC Health team know, and we will turn them off for you.

TRANSPARENCY INTEGRATION STAR RATINGS

For customers that use both Real-time and Transparency three additional sections can be configured to be turned on or off: Star Ratings, Scheduled Comments, & Published Comments.

For Transparency data to show on the Provider Scorecard the Real-time Transparency integration must be established.

If you do not see the option to configure Transparency but believe you should, please contact your customer success manager.

The star ratings section can be turned on or off. It shows a provider's all-time star ratings along with displaying the organizations average star rating.

Transparency Integration Scheduled Comments

Scheduled comments section can be turned on or off. Scheduled comments show comments that are scheduled to publish in the next 31 days.

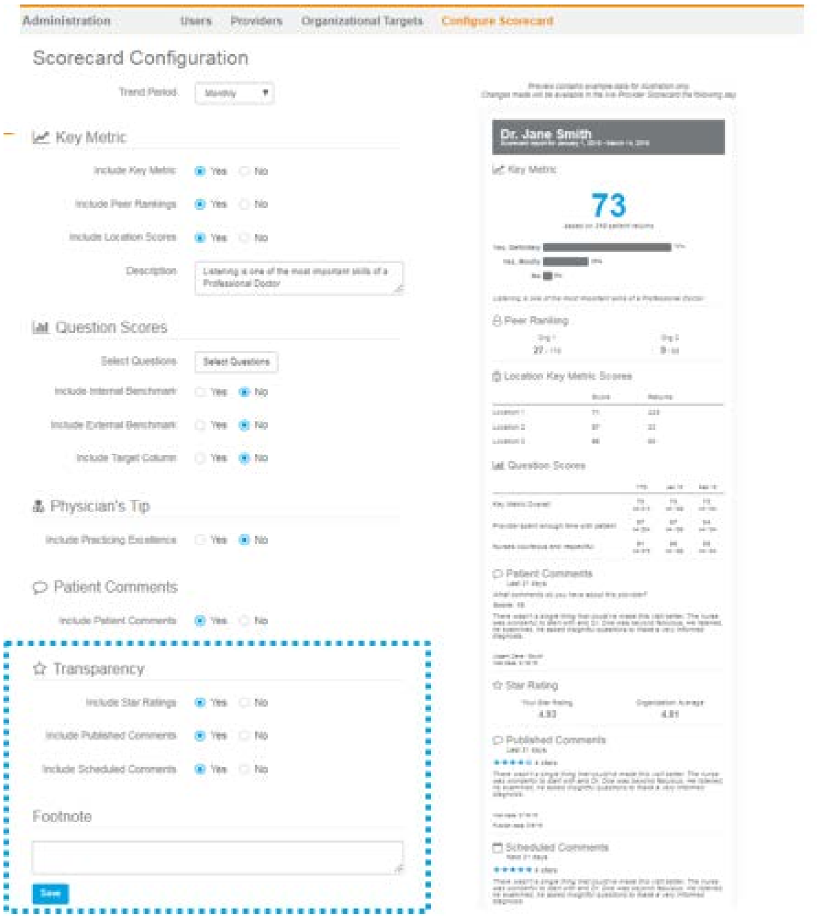
Transparency Integration Published Comments

Published comments section can be turned on or off. Published comments show comments that have published live in the previous 31 days.

Comments showing in the scheduled and published comments sections will depend on your Transparency comment publishing rules.

Integration Scheduled Comments

The footnote section can be completely configured to include helpful custom text to providers.



Scorecard Configurations

Trend Period

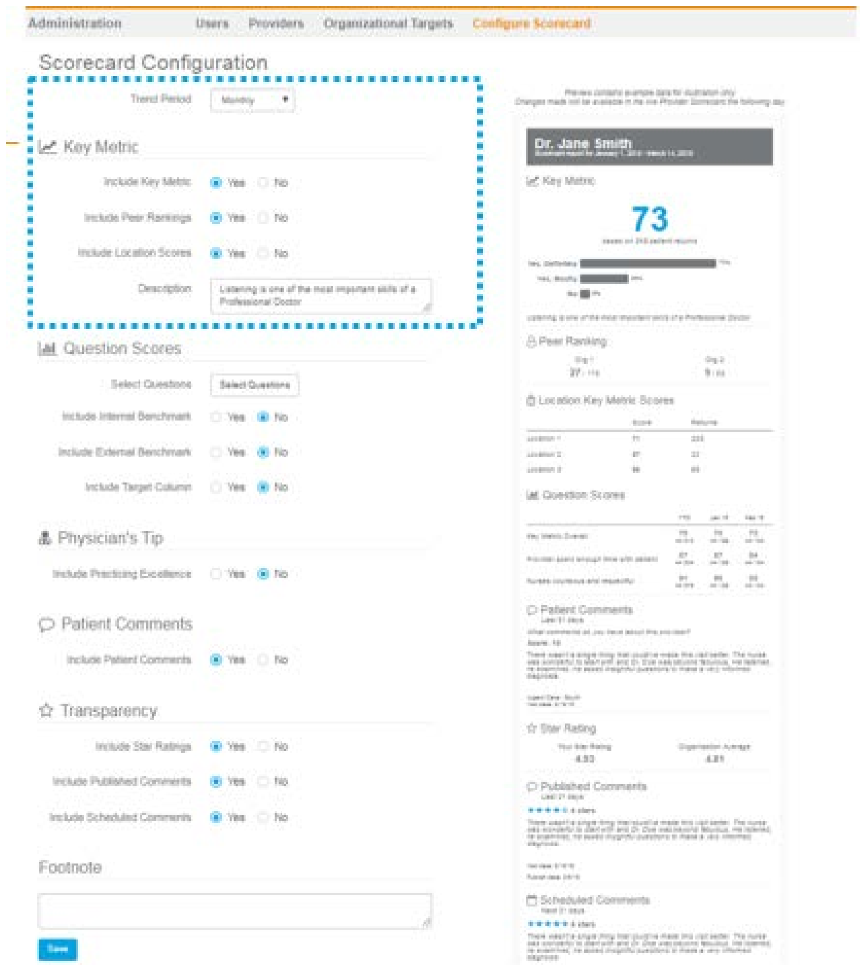
Users can select between Quarterly Trend or Monthly Trend

- If Monthly question scores will show last 2 completed months
- If quarterly question scores table will show last 2 completed quarters

Key Metric

- The Key Metric section can be toggled on or off and includes a selected key metric, scaled response options, along with a customizable description section.
- Key metric can be defined either at the Customer level or at the Provider level.
  - Only one Key Metric can be defined at the Customer Level.
  - Definition of key metric is done within the, “select questions screen” of the question scores section.
  - Key Metric selection at Customer level will apply to all providers that are collecting data for the selected Key Metric question.

- Key Metric selection can be overridden at the individual provider level located within the Providers page of the administration section.
- If Key Metric section is turned on but no Key Metric is selected, then Key Metric section won't populate.



Peer Rankings and Locations

- If Key Metric is turned on, customers can also turn on two additional sections: peer rankings & location scores.
- Peer rankings shows provider rankings against other internal providers if org groups have been setup.
- Org groups can be setup within the Group Manager Tab
- Locations scores show key metric scores & returns for providers that practices at multiple locations.
  - o Scores will show for all locations a provider has returns from.

Question Scores

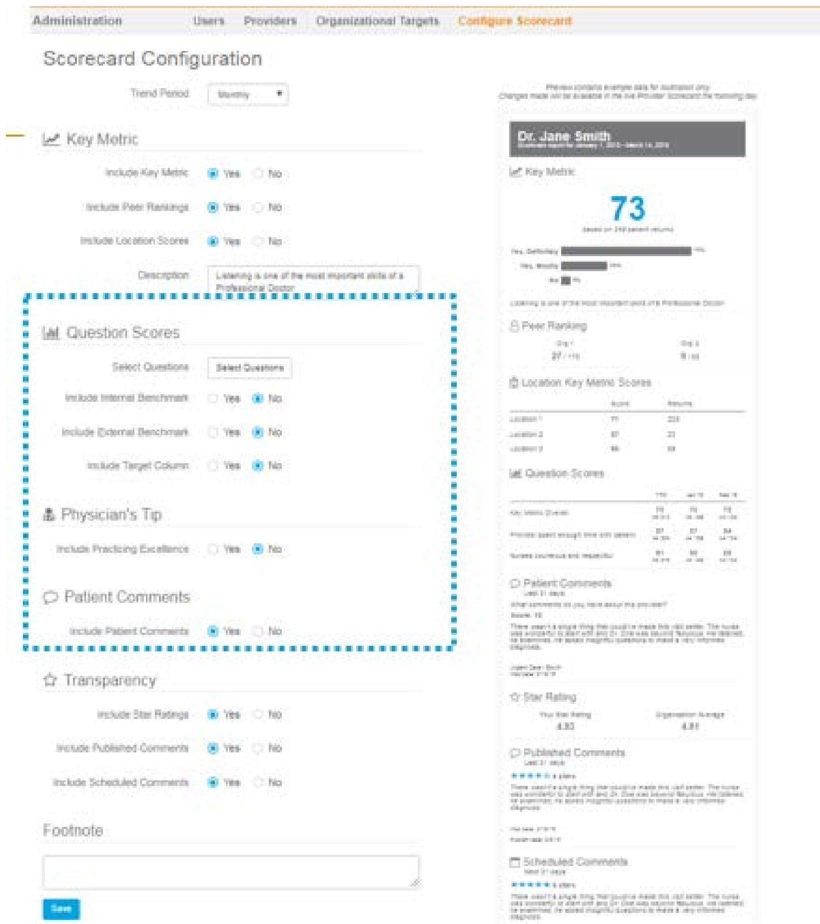
- The Questions Scores section allows users to select which questions they want to be included or excluded at either the Customer level or at the Provider level.
    - To set at the provider level please go to the “Providers” Admin page, select the desired provider, and edit selected metrics and goals.
- The Questions Scores section includes the ability to show an internal benchmark, external benchmark, and target goals.
- Internal benchmark column can be turned on or off.
    - Internal benchmark can be selected as the entire organization average or selected by org groups.
- External benchmark column can be turned on or off.
- Users can select from NRC percentiles.
    - Users can also additionally show external benchmark by provider NPI category and organization type.
- Target goals columns can be turned on or off.
    - Targets are set on the Organizational Targets page within the administration section.
    - Target goals can be overridden at the individual provider level within the Providers page of the administration section.

Provider Tips

- Physicians Tip can be turned on or off.

Patient Comments

- The Patient Comments section can be toggled on or off
- When turned on shows all patient comments from the last 31 days.



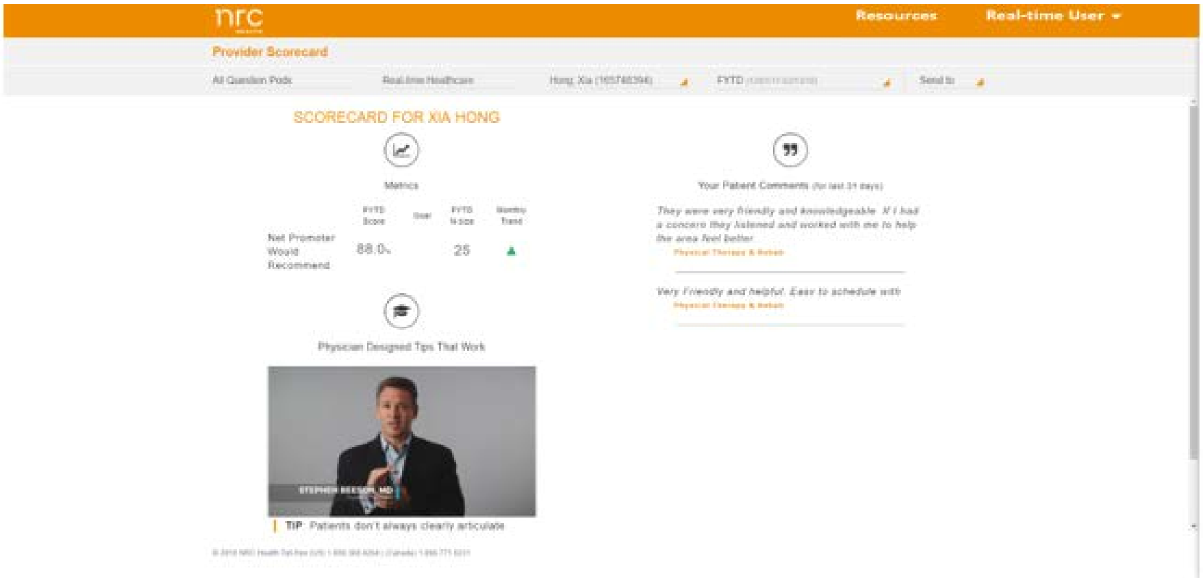
Report Setup and Delivery

While you have the tools to set up Provider Scorecards, we are happy to have our implementation or project teams do it for you. Just let us know your providers' email addresses, selected metrics, and goals for each metric.

The Provider Scorecard is automatically delivered to every provider with an associated email address on the 15th of each month. For provider coaches who receive multiple provider scorecards the subject line now clearly identifies who the scorecard belongs to.

Online Version of Provider Scorecard

An up to date version of the provider scorecard can be pulled on demand in the Real-time Portal. Utilizing the "send to" drop down, users can have the report sent to their inbox on demand.



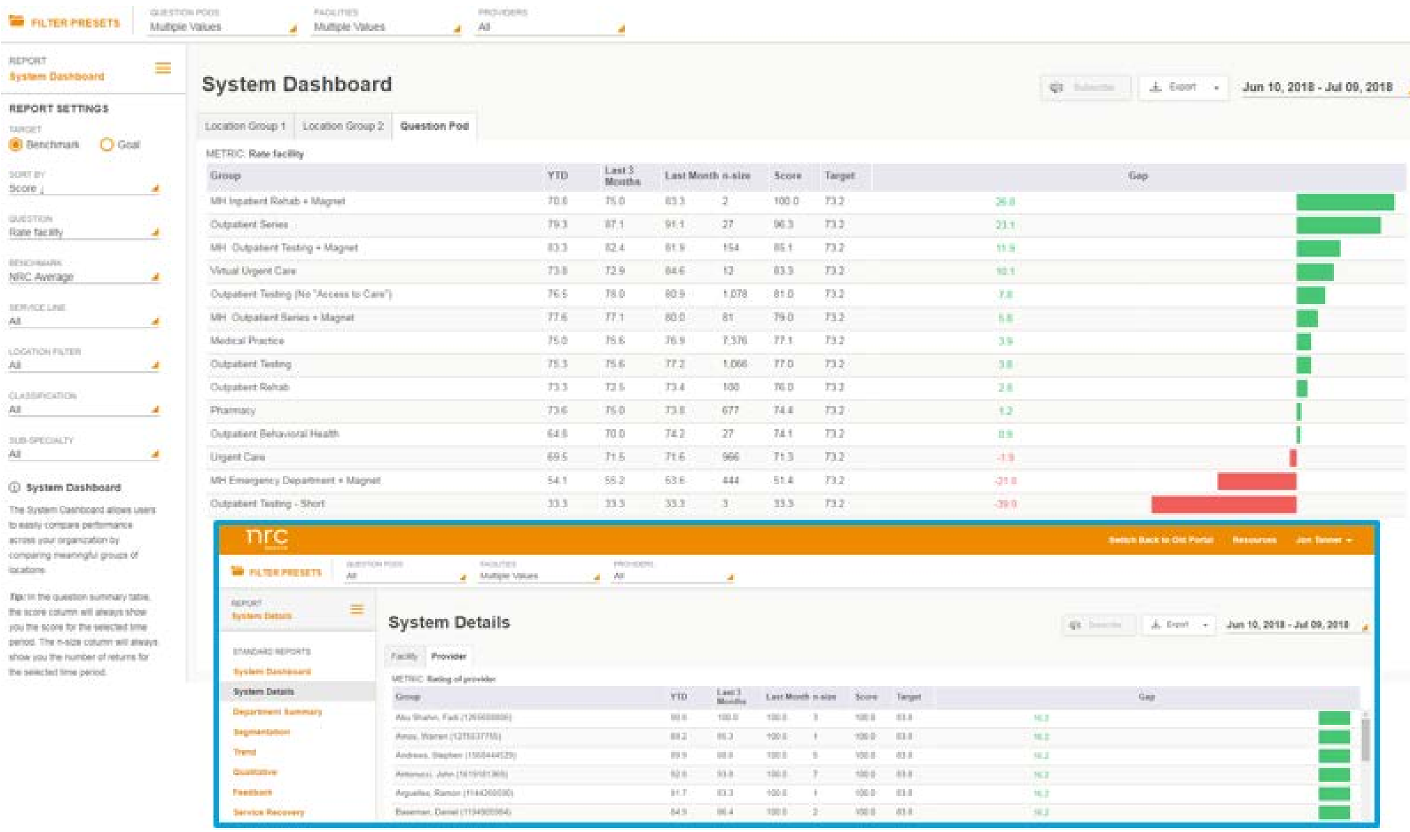
nrc
Resources
Real-time User
Provider Scorecard
All Question Pods
Real-time Healthcare
Hong, Xia (165748394)
FYTD
Send to
SCORECARD FOR XIA HONG
Metrics
FYTD Score
Goal
FYTD N size
Monthly Trend
Net Promoter Would Recommend
88.0%
25
Physician Designed Tips That Work
TIP: Patients don't always clearly articulate
Your Patient Comments (for last 31 days)
They were very friendly and knowledgeable. If I had a concern they listened and worked with me to help the area feel better
Physical Therapy & Rehab
Very Friendly and helpful. Easy to schedule with
Physical Therapy & Rehab

System Dashboard and System Details

The System Dashboard allows for users to compare groups of locations or providers.

The System Details report allows users to compare locations or providers within a group.

1. Both reports show a table of data for all questions eligible for the question pod(s) selected.
    a) ***YTD*** – always shows the score year to date from today
    b) ***Last 3 Months*** – always shows the score for the last 3 months from today
    c) ***Last Month*** – always shows the score for the last month from today.
    d) ***N-size*** – shows the number of returns for the question for the selected time period
    e) ***Score*** – shows the score for the question for the selected time period
    f) ***Target*** – can be either a benchmark or an organization goal
    g) ***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.
2. System Dashboard defaults to Question Pod tab until groups are created.
3. For System Details Facility Report only the lowest level location is shown. If a user wants to compare groups of locations, they can create a group using the grouping utility and utilize the system dashboard.


FILTER PRESETS
QUESTION PODS
Multiple Values
FACILITIES
Multiple Values
PROVIDERS
All
REPORT
System Dashboard
REPORT SETTINGS
TARGET
Benchmark
Goal
SORT BY
Score
QUESTION
Rate facility
BENCHMARK
NRC Average
SERVICE LINE
All
LOCATION FILTER
All
CLASSIFICATION
All
SUB-SPECIALTY
All
System Dashboard
The System Dashboard allows users to easily compare performance across your organization by comparing meaningful groups of locations.
Tip: In the question summary table, the score column will always show you the score for the selected time period. The n-size column will always show you the number of returns for the selected time period.
System Dashboard
Subscribe
Export
Jun 10, 2018 - Jul 09, 2018
Location Group 1
Location Group 2
Question Pod
METRIC: Rate facility
Group | YTD | Last 3 Months | Last Month | n-size | Score | Target | Gap
MH Inpatient Rehab + Magnet | 70.6 | 75.0 | 83.3 | 2 | 100.0 | 73.2 | 26.8
Outpatient Series | 79.3 | 87.1 | 91.1 | 27 | 96.3 | 73.2 | 23.1
MH Outpatient Testing + Magnet | 83.3 | 82.4 | 81.9 | 154 | 85.1 | 73.2 | 11.9
Virtual Urgent Care | 73.8 | 72.9 | 84.6 | 12 | 83.3 | 73.2 | 10.1
Outpatient Testing (No "Access to Care") | 76.5 | 78.0 | 80.9 | 1,078 | 81.0 | 73.2 | 7.8
MH Outpatient Series + Magnet | 77.6 | 77.1 | 80.0 | 81 | 79.0 | 73.2 | 5.8
Medical Practice | 75.0 | 75.6 | 76.9 | 7,376 | 77.1 | 73.2 | 3.9
Outpatient Testing | 75.3 | 75.6 | 77.2 | 1,066 | 77.0 | 73.2 | 3.8
Outpatient Rehab | 73.3 | 72.5 | 73.4 | 100 | 76.0 | 73.2 | 2.8
Pharmacy | 73.6 | 75.0 | 73.8 | 677 | 74.4 | 73.2 | 1.2
Outpatient Behavioral Health | 64.8 | 70.0 | 74.2 | 27 | 74.1 | 73.2 | 0.9
Urgent Care | 69.5 | 71.5 | 71.6 | 966 | 71.3 | 73.2 | -1.9
MH Emergency Department + Magnet | 54.1 | 55.2 | 53.6 | 444 | 51.4 | 73.2 | -21.8
Outpatient Testing - Short | 33.3 | 33.3 | 33.3 | 3 | 33.3 | 73.2 | -39.9
nrc
Switch Back to Old Portal
Resources
FILTER PRESETS
QUESTION PODS
All
FACILITIES
Multiple Values
PROVIDERS
All
REPORT
System Details
System Details
Subscribe
Export
Jun 10, 2018 - Jul 09, 2018
STANDARD REPORTS
System Dashboard
System Details
Department Summary
Segmentation
Trend
Qualitative
Feedback
Service Recovery
Facility
Provider
METRIC: Rating of provider
Group | YTD | Last 3 Months | Last Month | n-size | Score | Target | Gap

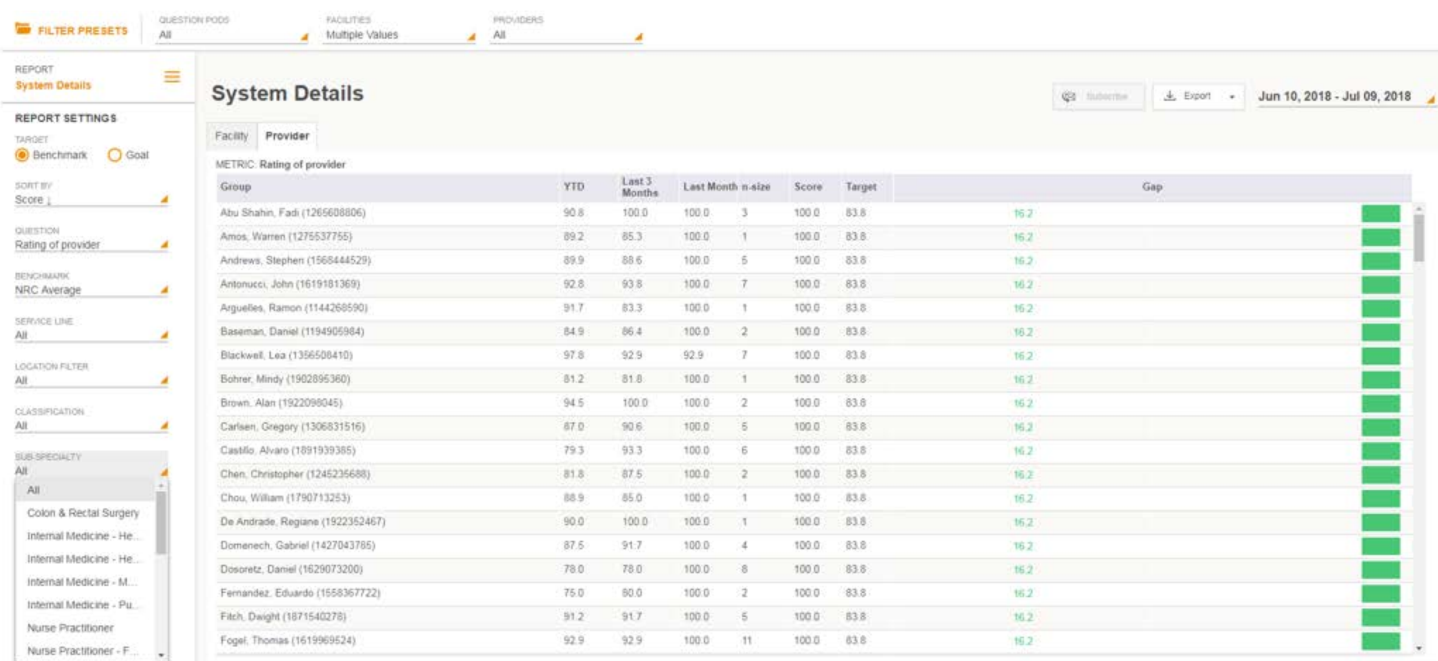
Provider Sub-specialty Benchmark

Benchmarks for CMS Sub-Specialties (e.g. Internal Medicine – Hematology) are now available in Real-time.

1. Provider Sub-specialties are based on NPI provided in respondent file.

2. Provider Sub-specialty benchmark is available on the following reports:

    - Benchmark Report Question and Provider Tab
    - Score Summary Report Provider Tab
    - System Dashboard and System Details Report
    - Provider Scorecards
    - For an organization, sub-specialties will only appear if they have a provider that has an NPI that matches the sub-specialty.



HCAHPS (BETA)

Our goal for the Real-time **HCAHPS Report** is to show a simple overview of your CAHPS performance. If you've bought into Real-time, we hope you share our view that CAHPS should not be the primary vehicle for identifying improvement strategies. Real-time data illuminates week-to-week and even daily opportunities to increase loyalty, and we believe HCAHPS is best used as a checkpoint to consult a few times a year.

With that in mind, this dashboard serves as a simple overview, providing users with assurance that each CCN has submitted enough data to achieve compliance. It also includes some quarterly tracking of dimensions and questions.

HCAHPS Report Elements

FILTERS

The filter set for the HCAHPS dashboard is different from most other Real-time reports. Question Pods don't apply to the HCAHPS survey. Data is reported by CCN, so the facility/location hierarchy is removed. Finally, with only 420 returns annually per CCN, there is not enough data to trend weekly or monthly, so the Time Periods filter is replaced with a Current Time Period selector.

- **CCN**: Select one or more CCNs to report on. Combining CCNs will combine results.
- **Time Period**: Select quarter, fiscal quarter, year, or fiscal year.
- **End Period**: Select the quarter or year as the current time period. The parameter defaults to the most recently finished time period. For example, if it's January 29th, 2018, the default period will be Q4 2017. The previous period would be Q3 2017. If 2017 were selected as the current time period, 2016 would be the previous time period.

All HCAHPS data is included in reports, even if it's not gathered as a part of the HCAHPS + Real-time process. Data is reported going back to Q1 2016.

SUBMITTABLE ELEMENT

This orange bar chart in the top left corner shows the number of HCAHPS records gathered over the last four rolling quarters that meet the criteria to be submitted to CMS. NRC Health aims for 420 returns per CCN.

COMPLIANCE TICKER ELEMENT

These graphs track the dimensions that have moved up and down the most since the previous quarter. The percentage shown is the difference between the previous quarter score and the current quarter score.

DIMENSIONS ELEMENT

The following data is shown for each dimension listed:

- **Percent Positive Score**: This score is shown in the left-hand margin of the bar graph.
- **Benchmark Score**: Shown adjacent to a grey line, this score indicates the NRC average from all CAHPS surveys, not just CAHPS Real-time.
- **Previous Quarter Percent Positive Score**: The green arrow indicates that the current score has increased since the previous quarter; red indicates a decrease. This is a simple indicator, not a significance test.

Calculation Rules

We have attempted to make the HCAHPS report match as closely as possible to the rules CMS uses when reporting HCAHPS data.

- The Dimension and Question Scores shown are Percent Positive Scores (top box for four-point questions, top-two box for 11-point questions).
- The Dimension Scores are calculated using a straight-line average.
- Only CMS eligible results are included in reporting.

User Permissions

Because HCAHPS doesn't utilize the Facility/Location hierarchy, HCAHPS results are not filtered by user roles or permissions. All users will have access to HCAHPS data for your organization.

Magnet Report (BETA)

We are introducing a Magnet Report as a Beta. We anticipate this report will not fully solve the reporting needs for Magnet Designation. However, we wanted to introduce to power users to get feedback before circling back to create a more complete version.

Note: in Beta the report has not yet been reviewed by ANCC and is subject to change based on their feedback and review.

While in Beta the Magnet Report is available to Admin Users only, so we can gather feedback from power users.

Export all categories/questions/and locations by using Export PDF (All).

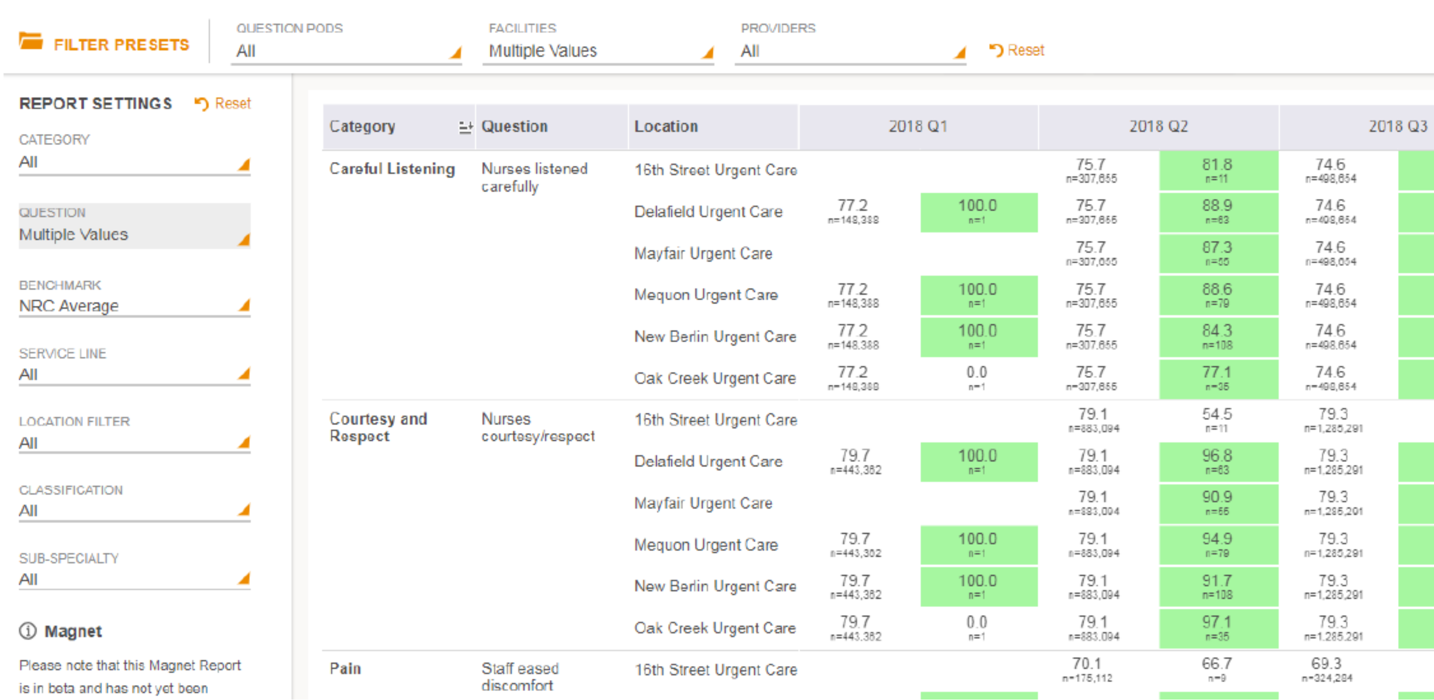
Drill to trend report by clicking on score boxes for a particular question and location. Green box represents the score is higher than the selected benchmark.

Select from NRC Health benchmarks by service line, location type (CHCA or VizientAcademic), classification, and sub-specialty.

The report defaults to last 12 months. Larger time frames can be selected using custom time period.

Report is limited to most recent 8 quarters of data.

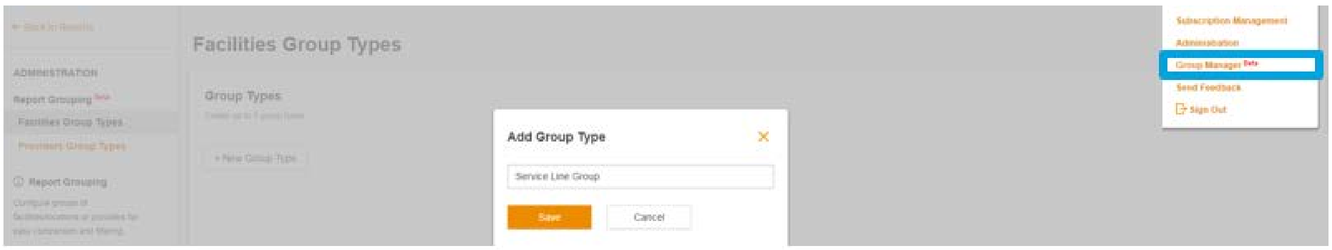
Only a small number of Magnet aligned questions have been added to the report. We will be adding more questions in the coming weeks. If your report is blank you may not be utilizing these questions.



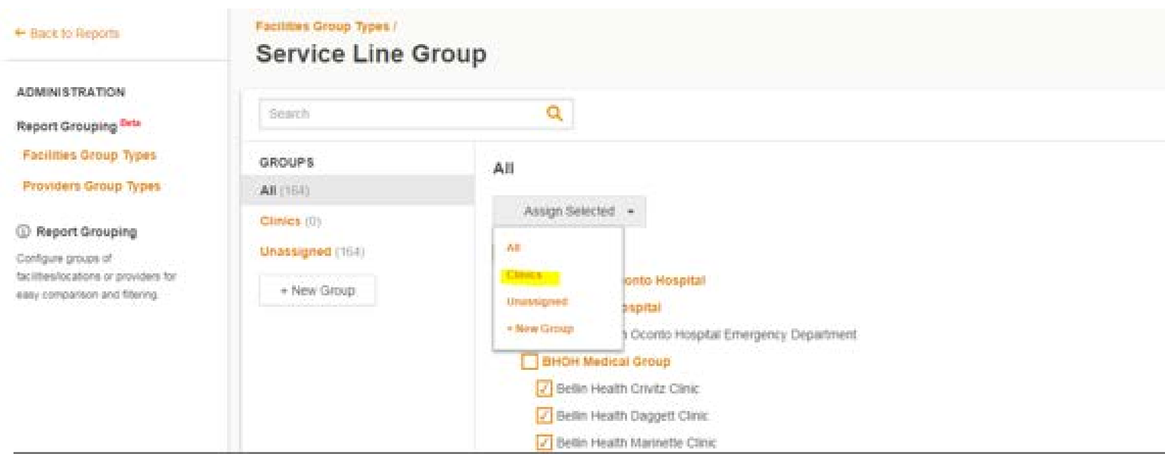
Group Manager (BETA)

Group Manager allows for flexible creation of groups of facilities and providers that can be used as reporting units and reporting filters. Allowing for faster analysis to those looking to narrow results to a small group or compare groups across the system.

1. Create New Group Type for Either Locations or Providers



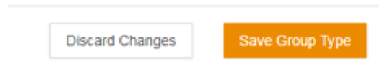
2. Create Groups within Group Type by Selecting Eligible Locations or Providers



Repeat for any needed Location or Provider Group Types and Groups

Group Manager Details and Hints

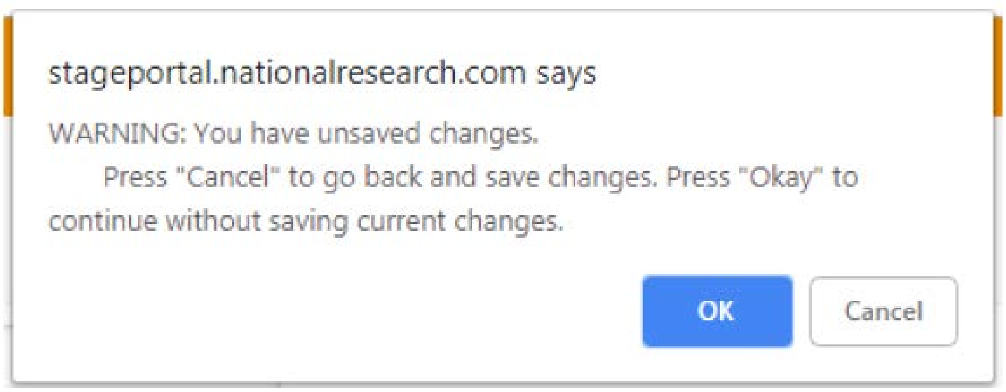
1. Available to Admin Users Only
2. Customers are limited to 5 Group Types for Facilities and 5 Group Types for Providers
3. There can be unlimited Groups within a Group Type
4. A location or a provider can only be used once within a Group.
5. Utilize the left hand menu to switch between creating Facilities and Providers Group Types
6. Provider Groups previously created as "org groups" are available in Group Manager. **Please make any further edits or changes using Group Manager only! Edits made on provider tab will not be reflected in reporting.**
7. Be sure to save the group type after making any edits



8. Numbers in parenthesis will show how many Facilities or Providers have been assigned to the Group.
9. Any new Facilities or Providers will automatically be grouped in the "Unassigned Bucket"

10. **Once created Groups will Populate on System Dashboard and as Filters the following day.**

Note: A warning message will be displayed for any unsaved group assignments.

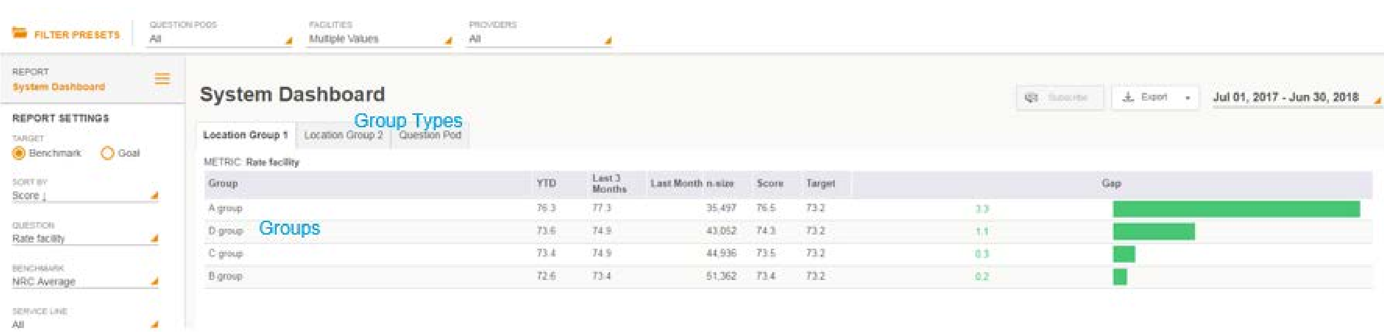


Group Filtering and Reporting (BETA)

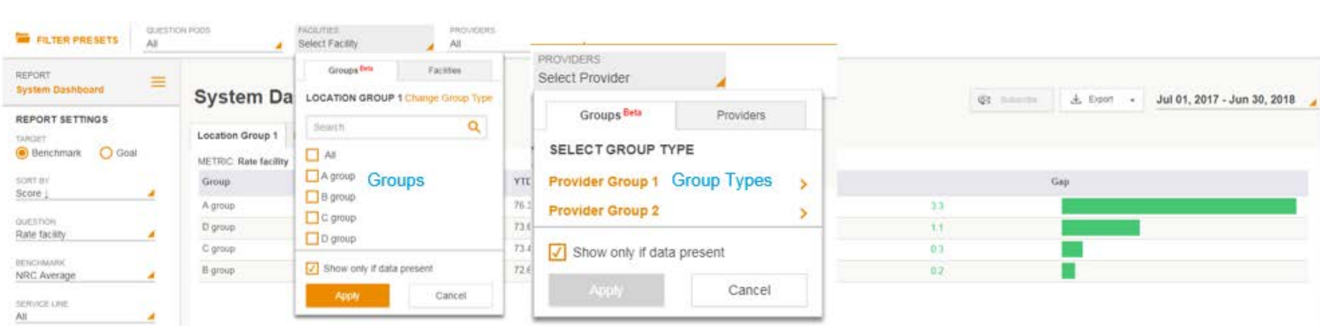
Groups created using the Grouping Manager offer an easier way to compare performance across the system, as well as filter results to a particular area of interest.

1. **Once created Group Types and Groups will appear on reports and as filters the following day.**
2. Group Types will appear as tabs on the System Dashboard. Once selected, Groups within the Group Type will be the rows within the report.
3. To start out, as this is a brand-new feature, selected Groups and Group Types will not be saved in Preset Filters.
4. Similarly, Org Groups will not appear on exports or subscribed reports.
5. By default, all Groups are unchecked, meaning none have been applied as a filter.
6. When selecting a Group as a filter, it will filter the list of available Facilities or Providers if “Show only if data present” box is checked.
7. Filtering a Facility or a Provider list will not filter Groups or Group Types.

Utilize created groups as reporting units on the System Dashboard



Utilize created groups as filters on all reports.



Outreach Monitor (BETA)

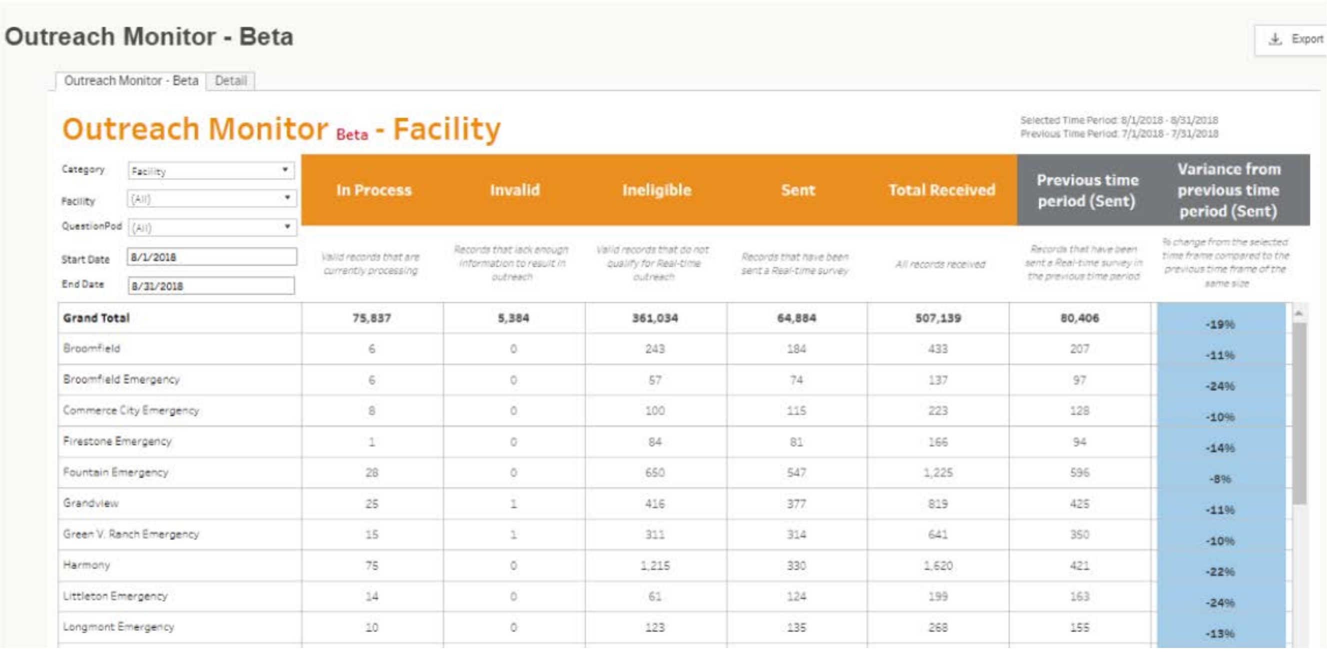
Use the Outreach Monitor to understand what information you sent to NRC Health and to monitor how much of your data resulted in outreach across your providers, locations, and facilities

Note: Currently available to a small handful of beta customers.

Data is pulled based on the date that NRC Health received data from your organization.

Data can be organized by Facility, Location, or Provider.

Additional question pod and time period filters can be applied.



	In Process	Invalid	Ineligible	Sent	Total Received	Previous time period (Sent)	Variance from previous time period (Sent)
	Valid records that are currently processing	Records that lack enough information to result in outreach	Valid records that do not qualify for Real-time outreach	Records that have been sent a Real-time survey	All records received	Records that have been sent a Real-time survey in the previous time period	% change from the selected time frame compared to the previous time frame of the same size
Grand Total	**75,837**	**5,384**	**361,034**	**64,884**	**507,139**	**80,406**	**-19%**
Broomfield	6	0	243	184	433	207	-11%
Broomfield Emergency	6	0	57	74	137	97	-24%
Commerce City Emergency	8	0	100	115	223	128	-10%
Firestone Emergency	1	0	84	81	166	94	-14%
Fountain Emergency	28	0	650	547	1,225	596	-8%
Grandview	25	1	416	377	819	425	-11%
Green V. Ranch Emergency	15	1	311	314	641	350	-10%
Harmony	75	0	1,215	330	1,620	421	-22%
Littleton Emergency	14	0	61	124	199	163	-24%
Longmont Emergency	10	0	123	135	268	155	-13%

Outreach Monitor Data Elements

How to interpret the 'Records Received' columns:

•**In Process:** valid records that were actively processing at the time of the nightly refresh

•**Invalid:** records that lack enough information to result in outreach (e.g., invalid location ID, or missing required data such as contact information)

•**Ineligible:** valid records that do not qualify for Real-time outreach (e.g., depending on your survey configuration, if a person had two visits with a week, they will likely receive a survey for the first visit, but the second record would be ineligible)

•**Sent:** records that have been sent a Real-time survey

•**Total Received:** all records NRC Health received from your organization during the selected time frame

How to interpret the ‘Variance’ and ‘Previous time period’ columns:

Here you’ll see the variance between the count of people (records) who were sent a survey during the selected time period compared against the count of people that were sent a survey during the previous time period.

Note: The ‘previous time-period’ is the exact number of days occurring in the ‘selected time frame’ but occurring immediately prior to the time-period you selected.

The calculation used is a “percent change”. Where a= the number of surveys sent this week, and b= the number of surveys sent last week: (a –b)/b = the percent change from this week to last week.

Using the Detail tab to understand more:

Selecting the Detail tab presents you with two pie charts –one showing a more granular view of the Invalid counts for the units you have selected, and the other showing Ineligible counts. Hovering over the labels on each slice of the pie will yield a description of the status. Use these charts to understand why these records are not resulting in outreach.

Analyst Corner

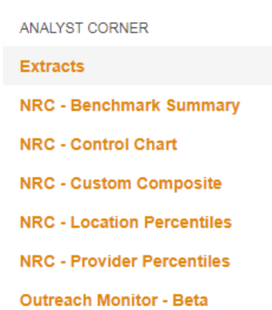
Overview

The Analyst Corner is intended to be a place where advanced analyst users can have access to data extracts, patient lists, and advanced analytical views of your data.
To further meet the needs of a growing NRC Health analyst user persona, we have built out an internal data lake that integrates disparate platform data sets into a single source of truth.

This data lake will allow NRC Health to provide our customers data insights in different ways:

1.Reports Library: Going live on October 1st with the phase one rollout of a standard library of reports (Control Chart, Benchmark Summary, Location & Provider Percentiles 1-100, and a Custom Composite dashboard).

2.Ad-Hoc Reports: Ability to deliver custom designed dashboards for unique use cases.



EXTRACTS

There are three types of extracts available for Analyst users:

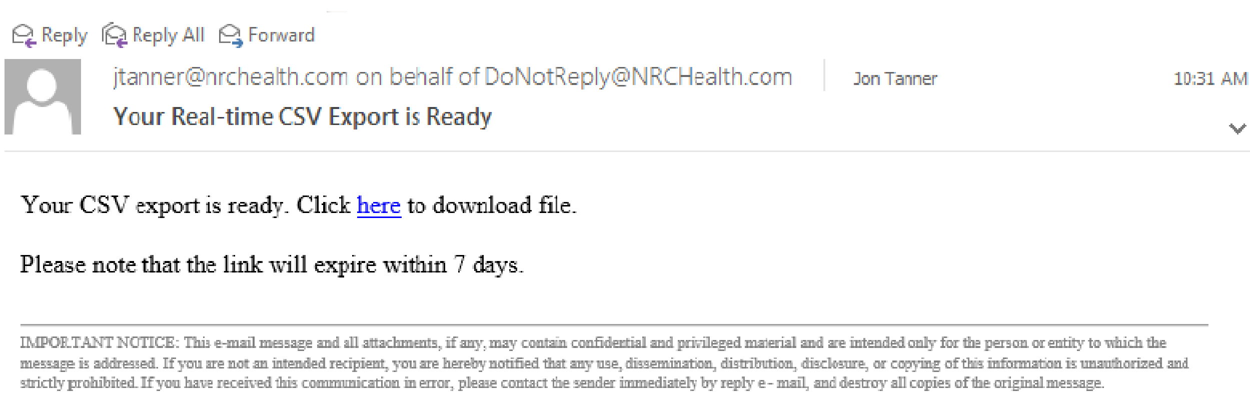
- **Surveyed Encounters**: This extract contains one row per surveyed encounter for easy response rate calculations. The Outreach Date is the date of the most recent outreach attempt**.** This time period selection for this extract is based on visit date since many records will not have response dates.
- **Responses**: This extract contains one row per returned survey per question and includes open-ended questions. Time period selection is based on response date.
- **Comments**: This extract contains one row per completed survey per comment. Patients will have two rows if a question set has more than one open-ended comment. This extract does *not* include categories or sentiments related to NLP analysis. Users should be instructed to use the Feedback report instead. This extract's time period selection is based on response date

IVR comments are only updated on Monday, Wednesday, and Friday, and would be visible to users the day after uploading. Because of this there may be a delay between IVR Comment response date, and date viewed in Real-time Portal.

Users are emailed a link to the extract. The email will come from DoNotReply@NRCHealth.com. The export link is available for 7 days after being generated.

The Subject Line is "Your Real-time CSV Export is Ready."

The export is usually available within a few minutes. Especially large files may take up to 30 minutes to generate during peak hours.



FILTERS

Top line filters are the same as available on all other reports and allow generation of smaller data sets without manipulating the large excel file. These filters can be saved as filter presets. The filter settings will persist when set on other reports within the portal.

NRC HEALTH CONTROL CHART

This dashboard shows both a trend chart view and data table for a single selected question. The chart shows the associated upper control bound, lower control bound, and an average line (Control bounds using 3 standard deviations). This dashboard allows users to see how a question has performed over time, and instances when it has trended above or below the upper/lower control bounds.

Users can filter to specific question pods, facilities, locations, time segments (Week, Month, Quarter, Year), and questions.

Users have ability to export PDF, Image, or CSV (Raw Data).

A user guide is included to further explain what a control chart is, why it's useful in analyzing metrics, when controls charts reveal data patterns, and how users can use these results.

The trend view will show the last 12 trended periods for the selected time segment, if they exist.

	Jun 10 2018	Jun 17 2018	Jun 24 2018	Jul 1 2018	Jul 8 2018	Jul 15 2018	Jul 22 2018	Jul 29 2018	Aug 5 2018	Aug 12 2018	Aug 19 2018	Aug 26 2018
Upper Limit	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%	83.4%
Total Average	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%	79.6%
Lower Limit	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%	75.7%
Positive Score	84.8%	64.5%	68.9%	78.4%	77.8%	87.5%	84.3%	80.8%	82.7%	73.4%	80.9%	80.5%
n-size	79	62	45	111	81	96	102	78	110	94	94	41

NRC Health Benchmark summaryThe Benchmark Summary dashboard displays customer fielding questions along with the associated selected NRC Benchmark, NRC total question n-size, NRC total number of locations question is fielding at, and NRC total number of providers question is being fielded for.

Users can filter to specific question pods, questions, desired NRC benchmark, benchmark date, location types, service lines, provider classifications, provider specialties, and score type.

**Note that service line filter cannot be used in combination with provider classification or specialty filter. Similarly, provider classification and specialty filters cannot be used with the service line filter.*

Users have ability to export PDF, Image, or CSV (Raw Data).

NRC - Benchmark Summary

Export

NRC Health - Benchmark Summary - NRC Average

		Confidence/ trust in provider (1423)	Confidence/ trust in sleep tech (1436)	Confidence/ trust in therapists (1427)	Confidence/ trust staff (1419)	Net Promoter Would Recommend (1017)	Provider explain things (189)	Provider explain-if not better (1424)	Provider listen (188)	Provider respect (1410)	Rating of provider (138)
NRC Average	NRC Selected Benchmark	72.2%	77.4%	81.8%	71.9%	80.2%	68.6%	61.8%	73.8%	71.3%	84.1%
	NRC Total n-size	1,273,223	1,276	39,790	425,848	1,990,879	1,250,304	434,430	1,857,564	363,406	3,565,886
	NRC Number of Locations	3,247	5	307	1,044	6,318	2,949	598	4,921	1,272	7,798
	NRC Number of Providers	19,085	443	5,075	25,617	46,827	18,591	7,156	24,772	5,519	30,781

Choose Benchmark
NRC Average

QuestionPod Name
(All)

Search By
Question Friendly Text

Question Friendly Text
(Multiple values)

Benchmark Date
Q2 2019

Location Type
All

Service Line
(cannot be used with Classification/Specialty filter)
All

Classification
(cannot be used with Service Line filter)
All

Specialty
(cannot be used with Service Line filter)
All

Score Type
Positive

NRC HEALTH LOCATION AND PROVIDER PERCENTILES 1-100

The Location & Provider Percentiles dashboards represent two dashboards showing customer fielding questions (that have a generated NRC percentile) along with the associated location or provider percentile scores 1-100.

**Note that NRC Health business rules require at least 30 providers/locations with a minimum of 30 responses each in order for percentiles to be calculated.*

Users can filter to specific question pods, questions, benchmark date, location types, service lines, and score type.

Users have ability to export PDF, Image, or CSV (Raw Data).

NRC Health - Location Percentiles 1-100

Percentile	Care provider explain-if not better (1059)	Care providers explain things (1056)	Check-in process easy (1108)	Communication about wait time (1422)	Confidence/trust in provider (1423)	Confidence/trust in therapists (1427)
1	28.4%	31.4%	19.4%	33.6%	34.1%	44.8%
2	32.6%	36.7%	19.4%	33.6%	38.1%	47.5%
3	34.5%	39.6%	19.4%	33.6%	42.2%	48.6%
4	35.7%	42.7%	19.4%	37.5%	45.2%	54.3%
5	36.6%	43.7%	28.1%	37.5%	46.8%	58.3%
6	38.8%	44.7%	28.1%	40.8%	48.6%	63.6%
7	39.4%	46.1%	35.6%	40.8%	50.0%	64.9%
8	40.0%	47.1%	35.6%	42.1%	52.0%	65.2%
9	41.5%	48.6%	35.6%	42.1%	53.7%	68.6%
10	42.2%	50.4%	36.6%	42.9%	54.7%	68.9%
11	43.2%	51.6%	36.6%	42.9%	55.8%	69.7%
12	43.5%	53.0%	38.8%	45.2%	57.1%	70.3%
13	44.4%	55.0%	38.8%	45.2%	58.2%	70.6%
14	45.9%	56.1%	40.0%	46.7%	59.0%	71.1%
15	46.3%	57.1%	40.0%	46.7%	59.9%	71.9%

Question Pod Name: (All)
Search By: Question Friendly Text
Question Friendly Text: (All)
Benchmark Date: Q2 2018
Location Type: All
Service Line: All
Score Type: Positive

*NRC Health business rules require at least 30 providers/locations with a minimum of 30 responses each in order for percentiles to be calculated. Only questions with a NRC Health percentile are shown.

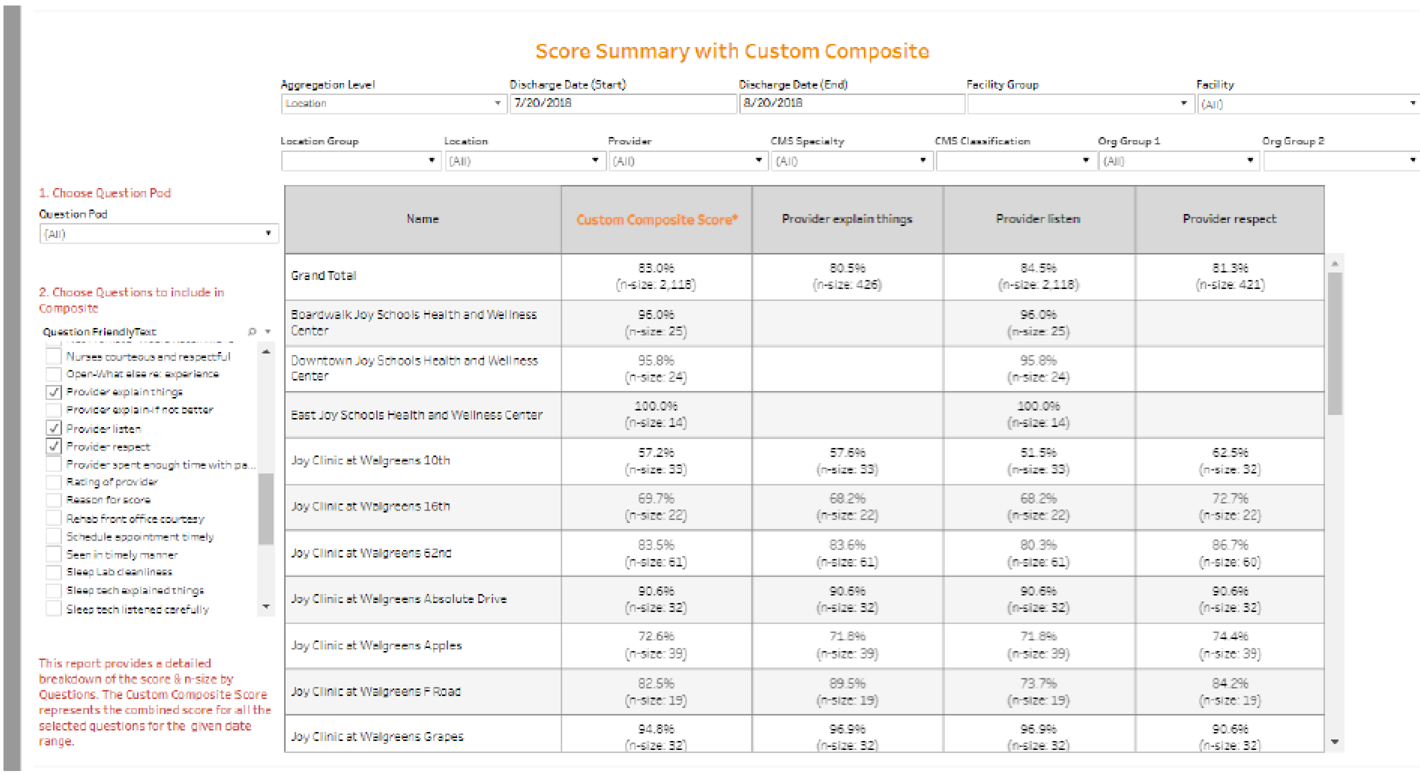
NRC HEALTH CUSTOM COMPOSITE DASHBOARD

The Custom Composite dashboard allows users the flexibility and configurability to select any combination of fielding questions, creating a custom composite average score. The table shows individual selected questions with score & n-size along with the custom composite score column with score & n-size. Combinations of questions is not limited, for example, users wanting to create provider communication composite scores can do so.

**Note this dashboard populates empty until a user selects questions to display.*

Users can filter to specific aggregation levels (location, facility, provider, question pod), desired time period range, question pods, questions, facilities, locations, classification, specialty, and org groups.

Users have ability to export PDF, Image, or CSV (Raw Data).



Name	Custom Composite Score*	Provider explain things	Provider listen	Provider respect
Grand Total	83.0% (n-size: 2,118)	80.5% (n-size: 426)	84.5% (n-size: 2,118)	81.3% (n-size: 421)
Boardwalk Joy Schools Health and Wellness Center	96.0% (n-size: 25)		96.0% (n-size: 25)	
Downtown Joy Schools Health and Wellness Center	95.8% (n-size: 24)		95.8% (n-size: 24)	
East Joy Schools Health and Wellness Center	100.0% (n-size: 14)		100.0% (n-size: 14)	
Joy Clinic at Walgreens 10th	57.2% (n-size: 33)	57.6% (n-size: 33)	51.5% (n-size: 33)	62.5% (n-size: 32)
Joy Clinic at Walgreens 16th	69.7% (n-size: 22)	68.2% (n-size: 22)	68.2% (n-size: 22)	72.7% (n-size: 22)
Joy Clinic at Walgreens 62nd	83.5% (n-size: 61)	83.6% (n-size: 61)	80.3% (n-size: 61)	86.7% (n-size: 60)
Joy Clinic at Walgreens Absolute Drive	90.6% (n-size: 32)	90.6% (n-size: 32)	90.6% (n-size: 32)	90.6% (n-size: 32)
Joy Clinic at Walgreens Apples	72.6% (n-size: 39)	71.8% (n-size: 39)	71.8% (n-size: 39)	74.4% (n-size: 39)
Joy Clinic at Walgreens F Road	82.5% (n-size: 19)	89.5% (n-size: 19)	73.7% (n-size: 19)	84.2% (n-size: 19)
Joy Clinic at Walgreens Grapes	94.8% (n-size: 32)	96.9% (n-size: 32)	96.9% (n-size: 32)	90.6% (n-size: 32)

CUSTOM REPORTS

NRC Health will publish custom reports for your organization in this section. Filters for custom reports vary and depend on the report designed with your analyst. Custom reports update daily, along with all other reports in Real-time.

User Permissions

To access any of the reports in the Analyst Corner, users must have the **PHI/Service Recovery** role enabled.

Natural Language Processing (NLP)

Overview

Your patients and residents want their voices to be heard and acknowledged. NRC Health's Real-time Feedback program, with the help of Natural Language Processing (NLP), provides your organization with the ability to synthesize and react to open-ended feedback in real time. NLP is a text-analytic solution that uses automated category and sentiment analysis to organize open-ended feedback into healthcare-specific categories with positive, negative, or neutral sentiment.

While it is certainly important to track, understand, and leverage responses to the closed-ended (i.e., quantitative, scaled) questions included in your outreach, the richness of open-ended feedback is unique and invaluable in terms of the insights it can provide. Using NLP allows you to:

- → Keep your outreach short and participation rates high by fully leveraging open-ended feedback, allowing you to reduce the number of closed-ended questions
- → Identify the "why" behind your scores, prioritize improvement efforts, and act upon emerging trends before they escalate into larger problems
- → Group feedback into categories and determine whether it is positive, negative, or neutral
- → Alert users of feedback that warrants further evaluation and/or follow-up

Feedback Categories

Access to Care
Parking
Scheduling Appointments
Transportation
Wait Time
Wait Time—Exam Room
Wait Time—Laboratory
Wait Time—Reception

Admin/Support Staff
Courtesy/Respect
Front Desk/Reception
Housekeeping
Management

Amenities
Dining Room
Food Service
Laundry Service
Recreational and Social Activities

Clinical Process
Admission/Registration
Discharge
Follow-up Care
Intensive Care
Laboratory
Maternity Care
Medications
Memory Care
Pain Management
Patient Info/Education
Radiology
Recovery/Post-Op
Surgery/Procedure
Surgical Prep/Pre-Op
Triage
Wound Care

Clinical Staff
Communication
Courtesy/Respect
Emotional Support
Lab Technician
Nurse/Nurse's Aid
Occupational Therapy
Physical Therapy
Radiology Technology
Respiratory Therapy
Social Worker
Speech Therapy
Staff Responsiveness

Facilities/Environment
Cleanliness
Noise
Temperature

Financial
Billing/Insurance
Cost

Interpersonal Care
Communication
Courtesy/Respect
Emotional Support
Families/Friends
Language

Personal Care/Hygiene

Privacy

Provider
Clinical Care
Communication
Courtesy/Respect
Emotional Support
Knowledge of History
Time with Patient

Technology

Service Alerts

Patients or residents who may benefit from service-recovery or clinical follow-up are identified and flagged through NLP. Keywords used to describe negative experiences, clinical errors, mistreatment, privacy concerns, or warning signs or symptoms will trigger an alert. Examples of the types of words that trigger service alerts are as follows:

Service Alert Categories	Sample Keywords
Clinical Errors	misdiagnose, wrong diagnosis, incorrect diagnosis, false diagnosis, not proper diagnosis, inappropriate diagnosis, missed condition, missed diagnosis, undiagnosed, wrong medication, wrong test, wrong RX, wrong dosage, wrong information, wrong size, wrong treatment, wrong prescription, incorrect medication, incorrect test, incorrect RX, incorrect dosage, incorrect information, incorrect size, incorrect treatment, incorrect treatment, incorrect prescription, incompetent care, guessing about my care, dangerous, doctor made a mistake, doctor failed, doctor was incompetent, lack of knowledge, quack
Mistreatment or Abuse	mistreat, traumatic, threat, threatened, discriminate, disrespect, laughed at me, laughed in my face, don't trust, can't trust, aggressive, rough, bullied, bully, hurt me, yelled at me, screamed at me, pushed me, hit me, punched me, racist, inhumane, abused, sobbing
Warning Signs or Symptoms	disoriented, vomiting, throw up, throwing up, threw up, fever, SOB, shortness of breath, chest pain, infection, infected, not healing, isn't healing, hasn't healed, bad side effect, terrible side effect, horrible side effect, serious side effect, allergic reaction, allergic to the medicine, stop taking my medicine, stop taking my prescription, discontinue my medicine, discontinue my prescription, get worse, getting worse, feeling worse, symptoms are worse, problems are worse, infection is worse, condition is worse, severe reaction, serious reaction, adverse reaction, bed sore, sore on my backside, sore on my bottom, sore on my body
Patient Death	died, deceased, expired, passed away, death, dead, killed
Mental Health Concerns	suicide, kill myself, kill someone, danger to myself, mental health emergency
Contact Requests	call me, phone me, contact me, email me, please call, appreciate a call, would like a response, please respond, help!, help me!, please help
Facilities	filthy, disgusting, unsanitary, very dirty

Service Alert Categories	Sample Keywords
Privacy Concerns	HIPAA, PHI, personal information, confidential, records kept private, records are secure, identity theft
Risk of Litigation	complaint, sue, lawyer, lawsuit, legal action, illegal, illegally, dishonest, fraud, at risk, almost killed, could have killed, nearly killed, falsified
Other Possible Alerts (Global Triggers)	incredibly disappointed, very disappointed, extremely disappointed, super disappointed, incredibly inappropriate, very inappropriate, extremely inappropriate, super inappropriate, incredibly unhappy, very unhappy, extremely unhappy, super unhappy, appalled, appalling, unacceptable, atrocious, will not recommend, would not recommend, never go again, never recommend, never return, never go back, never go there, never want to see, never bring, upset, mad, dissatisfied, unsatisfied, worst experience, not apologize, no apology, unsafe, uncalled for, inappropriate behavior, unsafe behavior, ripped off (profanity will also trigger this alert)

The frequency of service alerts is based on a complex mix of factors (e.g., patient volumes, response rates, care setting, comment frequency, clinical quality), so your own organization's results may vary. In general, however, you can expect that approximately 3% of patients responding to real-time outreach will trigger a service alert. Early findings suggest that this proportion tends to be slightly higher among Emergency Department patients (5 to 7%).