

List of Updates for July 12th

Bucket	Enhancement(s)	Slide #
Provider Scorecard	<ul style="list-style-type: none"> Enhanced Provider Scorecard Design Integration with Transparency Star Rating Data Expanded information such as quarterly trending, benchmarking, and split by location 	2
Provider Scorecard Configurations	<p>Available to Admin Users Only</p> <ul style="list-style-type: none"> Ability to configure descriptive text on key metric and footnote of scorecard Ability to turn key sections on or off Configure questions and key metrics at provider or customer level 	2-4
System Reporting	<ul style="list-style-type: none"> Introduce new reporting to allow users to easily compare groups, locations, and providers across the organization Two new visualizations now available: <ul style="list-style-type: none"> System Dashboard System Details 	5
Group Manager (beta)	<p>Available for Admin Users Only</p> <ul style="list-style-type: none"> Ability for users to create and update groups of Facilities and Providers 	6
Group Filtering & Reporting (beta)	<ul style="list-style-type: none"> Use of Groups as filters on all reports Use of Groups as reporting units on System Dashboard 	7
Provider Sub-Specialty Benchmarks	<ul style="list-style-type: none"> Introduce Provider CMS Sub-Specialty Benchmarks 	8
Other Updates / Fixes	<ul style="list-style-type: none"> Integrated in-application announcements for end users Provider Scorecard Performance Enhancements Image and CSV Exports work regardless of number of parameters 	9

Provider Scorecard & Scorecard Configurations (1/3)

Details:

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.
 - Scores will show for all locations a provider has returns from.

Scorecard Configuration

Trend Period: Monthly

Key Metric

Include Key Metric: Yes No

Include Peer Rankings: Yes No

Include Location Scores: Yes No

Description:

Question Scores

Select Questions:

Include Internal Benchmark: Yes No

Internal Benchmark: Overall Average

Label: Internal Benchmark

Include External Benchmark: Yes No

Include Target Column: Yes No

Provider Tips

Include Practicing Excellence: Yes No

Patient Comments

Include Patient Comments: Yes No

Transparency

Include Star Ratings: Yes No

Include Published Comments: Yes No

Include Scheduled Comments: Yes No

Preview

Preview contains example data for illustration only. Changes made will be available in the live Provider Scorecard the following day.

Dr. Jane Smith
Scorecard report for January 1, 2018 - March 14, 2018

Key Metric

73
based on 310 patient returns

Improve my score

Yes, Definitely: 72%
Yes, Mostly: 28%
No: 0%

Question Scores

	YTD	Jan 15	Feb 15	Internal Benchmark
Key Metric Overall	73	78	70	74
Provider spent enough time with patient	87	87	84	87
Nurses courteous and respectful	81	80	83	80

Provider Tips

What's Your diagnosis? Tips That Work

1. Don't sound like a doctor
2. "I have a hunch"
3. "Nobody knows like you"

TIP - Patients don't always clearly articulate their worries or fears. Using the "What worries you the most?" tip uncovers what your patient is truly concerned about in a way the patient feels listened to and cared about. It's a root cause illuminator.

Watch Video

Star Rating

Your Star Rating: 4.93
Organization Average: 4.81

Published Comments

Last 31 days

★ ★ ★ ★ 4 stars

There wasn't a single thing that couldn't make this visit better. The nurse was wonderful to start with and Dr. Cha was beyond fabulous. He listened, he examined, he asked multiple questions to make a very informed diagnosis.

Visit date: 2/19/18
Publish date: 2/15/18

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Our mailing address is:
One C St.
Lynch, VA 22503
Questions? Comments? Reply to contact us.

Footnote

Provider Scorecard & Scorecard Configurations (2/3)

Details:

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.
- 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 is the organizations average score for all providers
- 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.
- When the Provider Tips video is turned on a call to action button will appear underneath the key metric score. When clicked, the button directs users to the Provider Tips video content library

Patient Comments

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

nrc HEALTH

Try Our New Portal Jon Tanner

Administration Users Providers Organizational Targets Configure Scorecard

Scorecard Configuration

Trend Period: Monthly

Key Metric

Include Key Metric: Yes No

Include Peer Rankings: Yes No

Include Location Scores: Yes No

Description:

Question Scores

Select Questions:

Include Internal Benchmark: Yes No

Internal Benchmark: Overall Average

Label: Internal Benchmark

Include External Benchmark: Yes No

Include Target Column: Yes No

Provider Tips

Include Practicing Excellence: Yes No

Patient Comments

Include Patient Comments: Yes No

Transparency

Include Star Ratings: Yes No

Include Published Comments: Yes No

Include Scheduled Comments: Yes No

Preview contains example data for illustration only. Changes made will be available in the live Provider Scorecard the following day.

Dr. Jane Smith

Scorecard report for January 1, 2018 - March 14, 2018

Key Metric

73

based on 319 patient returns

Yes, Definitely: 100%

Yes, Mostly: 25%

No: 0%

Question Scores

	YTD	Jan 15	Feb 15	Qtrm Benchmark
Key Metric Overall	73 n=212	78 n=122	72 n=124	74
Provider spent enough time with patient	87 n=204	87 n=123	84 n=134	87
Nurses courteous and respectful	81 n=212	80 n=122	83 n=124	80

Provider Tips

What's Your diagnosis? Tips That Work

1. Don't sound like
2. "I have a pet"
3. "Nobody knows like you"

TIP - Patients don't always clearly articulate their worries or fears. Using the "What worries you the most?" to uncover what your patient is truly concerned about in a way the patient feels listened to and cared about, is a root cause illuminator.

Star Rating

Your Star Rating: 4.93

Organization Average: 4.81

Published Comments

Last 31 days

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There wasn't a single thing that couldn't be done better. The nurse was wonderful to start with and Dr. Cha was beyond fabulous. He listened, he examined, he asked multiple questions to make a very informed diagnosis.

Visit date: 2/19/18
Publish date: 2/21/18

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Our mailing address is:
One C St.
Lincoln, VA 23502

Questions? Comments? Reply to contact us.

Footnote

3

Provider Scorecard & Scorecard Configurations (3/3)

Details:

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.
- In order 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 providers 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 shows 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 shows 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.*

Footnote

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

The new Provider Scorecard will be available on both the new and old site to ensure subscriptions are consistent.

All new features on the provider scorecard will be turned off by default so that the scorecard is as similar as possible to the previous version. The biggest change will be the inclusion of the 2 trend periods to the Question Scores table, which all providers will see with the July 15th Scorecard.

The screenshot displays the 'Scorecard Configuration' interface on the NRC Health platform. The top navigation bar includes 'Administration', 'Users', 'Providers', 'Organizational Targets', and 'Configure Scorecard'. The configuration page is divided into several sections:

- Key Metric:** Includes options for 'Include Key Metric' (Yes), 'Include Peer Rankings' (No), and 'Include Location Scores' (No). A description field is present.
- Question Scores:** Features a 'Select Questions' dropdown, 'Include Internal Benchmark' (Yes), 'Internal Benchmark' set to 'Overall Average', and 'Label' set to 'Internal Benchmark'. It also includes options for 'Include External Benchmark' (No) and 'Include Target Column' (No).
- Provider Tips:** Includes the option 'Include Practicing Excellence' (Yes).
- Patient Comments:** Includes the option 'Include Patient Comments' (No).
- Transparency:** Includes options for 'Include Star Ratings' (Yes), 'Include Published Comments' (Yes), and 'Include Scheduled Comments' (No).
- Footnote:** A section for adding custom text.

A preview of the scorecard for 'Dr. Jane Smith' is shown on the right. It features a large score of 73 based on 319 patient returns. The preview includes a 'Key Metric' section with a progress bar for 'Yes, Definitely' (75%) and 'Yes, Mostly' (25%), and a 'Question Scores' table:

	YTD	Jan 15	Feb 15	Overall Benchmark
Key Metric Overall	73 n=212	78 n=122	72 n=124	74
Provider spent enough time with patient	87 n=204	87 n=123	84 n=134	87
Nurses courteous and respectful	81 n=212	80 n=122	83 n=124	80

The preview also includes a 'Provider Tips' section with a video thumbnail titled 'What's Your diagnosis? Tips That Work' and a 'Star Rating' section showing a 4.93 rating compared to an organization average of 4.81. The footer of the preview contains copyright information for NRC Health and contact details for the Lincoln, VA office.

System Reporting

Details:

- There are two tiers of reports to help users analyze scores across the entire organization.
 - System Dashboard
 - System Details
- Both reports show a table of data for all questions eligible for the question pod(s) selected.
 - YTD** – always shows the score year to date from today
 - Last 3 Months** – always shows the score for the last 3 months from today
 - Last Month** – always shows the score for the last month from today.
 - N-size** – shows the number of returns for the question for the selected time period
 - Score** – shows the score for the question for the selected time period
 - Target** – can be either a benchmark or an organization goal
 - Gap** – shows the distance from the Score to the Target. If score is above the target, the results are green. If the score is below the target the results are red.
- Drill through from the System Dashboard to the System Details by clicking on the “Gap Bar”.
- System dashboard defaults to Question Pod tab until groups are created.
- System Dashboard allows for users to compare groups of locations or providers (see grouping slide for more details)
- System Details allows users to compare locations or providers within a group.
 - For system details Facility Report only the lowest level location is shown. If user wants to compare groups of locations they can create a group using the grouping utility and utilize the system dashboard.

System Dashboard allows for easy comparison across reporting groups or question pods, while, the **System Details** report allows for easy comparison of locations and providers.

The screenshot displays two views of the NRC Health reporting interface. The top view is the 'System Dashboard' showing a table of metrics for various facility groups. The bottom view is the 'System Details' report, which provides a granular look at individual providers within a selected group.

System Dashboard Data:

Group	YTD	Last 3 Months	Last Month n-size	Score	Target	Gap
MH Inpatient Rehab + Magnet	70.8	75.0	83.3	2	100.0	73.2
Outpatient Series	79.3	87.1	91.1	27	96.3	73.2
MH Outpatient Testing + Magnet	83.3	82.4	81.9	154	85.1	73.2
Virtual Urgent Care	73.8	72.9	84.6	12	83.3	73.2
Outpatient Testing (No "Access to Care")	76.5	78.0	80.9	1,078	81.0	73.2
MH Outpatient Series + Magnet	77.6	77.1	80.0	81	79.0	73.2
Medical Practice	75.0	75.6	76.9	7,376	77.1	73.2
Outpatient Testing	75.3	75.6	77.2	1,066	77.0	73.2
Outpatient Rehab	73.3	72.5	73.4	100	76.0	73.2
Pharmacy	73.6	75.0	73.8	677	74.4	73.2
Outpatient Behavioral Health	64.8	70.0	74.2	27	74.1	73.2
Urgent Care	69.5	71.5	71.6	966	71.3	73.2
MH Emergency Department + Magnet	54.1	55.2	53.6	444	51.4	73.2
Outpatient Testing - Short	33.3	33.3	33.3	3	33.3	73.2

System Details Data:

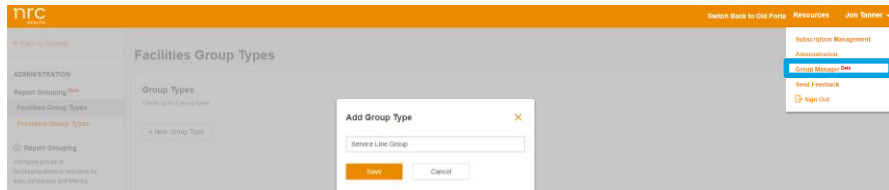
Group	YTD	Last 3 Months	Last Month n-size	Score	Target	Gap
Abu Shahin, Fadi (1265608906)	90.8	100.0	100.0	3	100.0	83.8
Amos, Warren (1275537755)	89.2	85.3	100.0	1	100.0	83.8
Andrews, Stephen (1568444529)	89.9	80.6	100.0	5	100.0	83.8
Antonucci, John (1619181368)	92.8	93.8	100.0	7	100.0	83.8
Argueles, Ramon (1144268950)	91.7	83.3	100.0	1	100.0	83.8
Baseman, Daniel (1194805954)	84.9	86.4	100.0	2	100.0	83.8

Group Manager (beta)

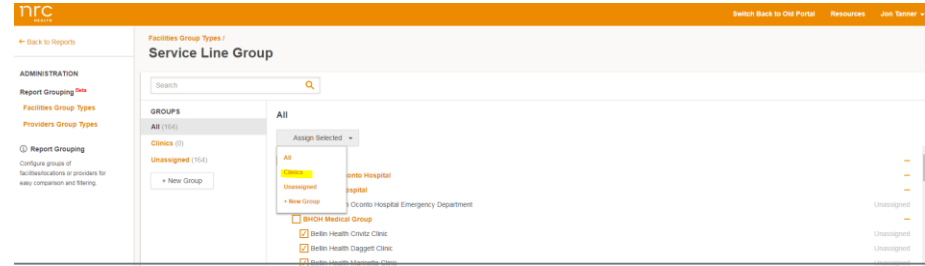
Beta = this is the first time NRC Health has introduced this level of flexibility and control over the reporting hierarchy. We suspect we will learn a lot from all of you utilizing this new feature. Please be sure to send us your feedback!

Group Manager allows for flexible grouping of facilities and providers that can be used as reporting units and reporting filters. Grouping allows for faster analysis to those looking to narrow results to a focused data set, or compare groups across the system.

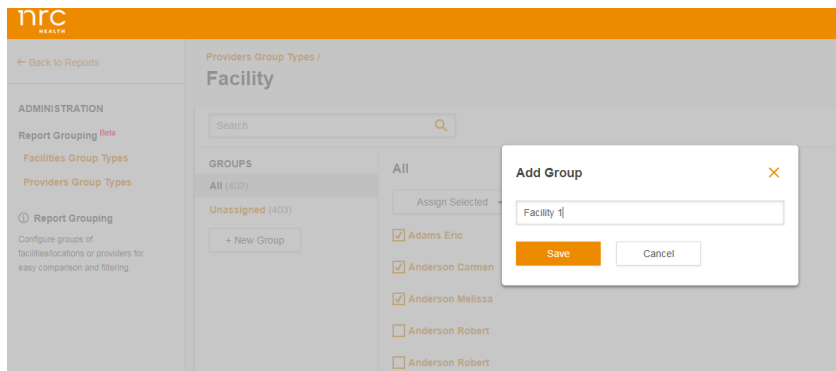
1. Create New Group Type for Either Locations or Providers



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



3. Repeat for any needed Location or Provider Group Types and Groups



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.**

Group Filtering and Reporting (beta)

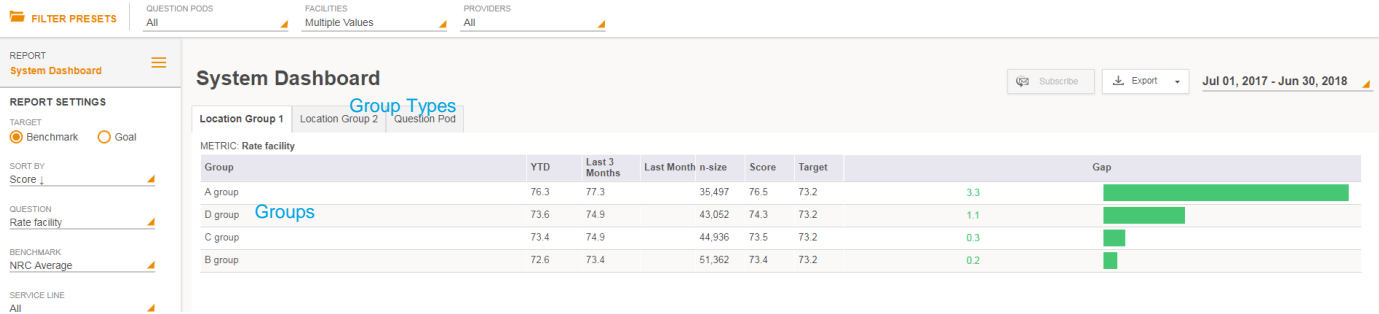
Beta = this is the first time NRC Health has introduced this level of flexibility and control over the reporting hierarchy. We suspect we will learn a lot from all of you utilizing this new feature. Please be sure to send us your feedback!

Details:

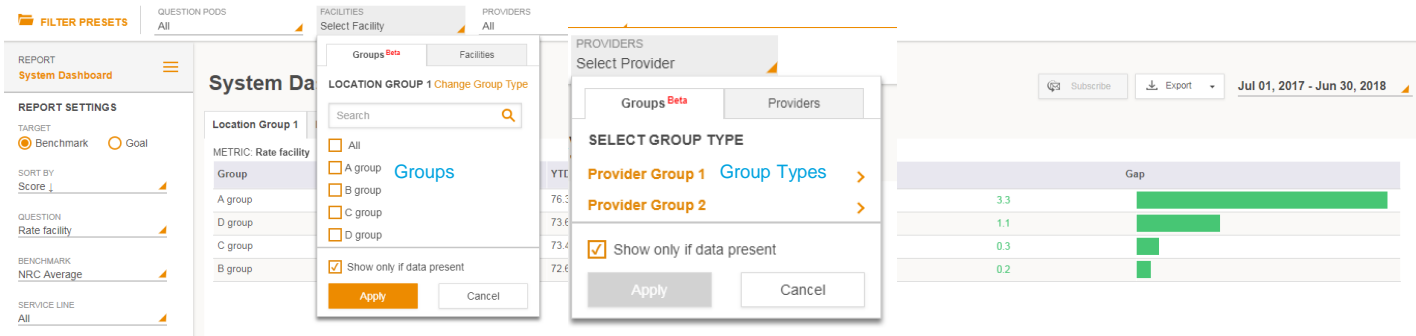
1. Once created, Group Types and Groups will appear on reports and as filters the following day.
2. Group Types will appear as tabs on the system dashboard. Once selected Groups within the Group Type will be the rows within the report.
3. To start out, as this is a brand new feature, selected Groups 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. Selecting Groups will filter results in the report accordingly.
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.

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.

Utilize created groups as reporting units on the System Dashboard



Utilize created groups as filters on all reports



Provider Sub-Specialty Benchmark

Details:

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
3. For an organization sub-specialties will only appear if they have a provider that has an NPI that matches the sub-specialty.

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

The screenshot displays the 'System Details' report in the NRC Health portal. The top navigation bar includes the NRC Health logo, a 'Switch Back to Old Portal' link, and user information for 'Jon Tanner'. Below the navigation, there are filter sections for 'QUESTION PODS' (All), 'FACILITIES' (Multiple Values), and 'PROVIDERS' (All). The main content area is titled 'System Details' and features a 'Facility' and 'Provider' filter. A table titled 'METRIC: Rating of provider' lists various providers with columns for Group, YTD, Last 3 Months, Last Month n-size, Score, Target, and Gap. The 'Gap' column includes a green progress bar for each provider. On the left, a sidebar contains 'REPORT SETTINGS' with options for 'TARGET' (Benchmark selected), 'SORT BY' (Score), 'QUESTION' (Rating of provider), 'BENCHMARK' (NRC Average), 'SERVICE LINE' (All), 'LOCATION FILTER' (All), 'CLASSIFICATION' (All), and 'SUB-SPECIALTY' (All). A dropdown menu for 'SUB-SPECIALTY' is open, showing options like 'Colon & Rectal Surgery', 'Internal Medicine - He...', 'Internal Medicine - He...', 'Internal Medicine - M...', 'Internal Medicine - Pu...', 'Nurse Practitioner', and 'Nurse Practitioner - F...'.

Group	YTD	Last 3 Months	Last Month n-size	Score	Target	Gap
Abu Shahin, Fadi (1265608806)	90.8	100.0	100.0 3	100.0	83.8	16.2
Amos, Warren (1275537755)	89.2	85.3	100.0 1	100.0	83.8	16.2
Andrews, Stephen (1568444529)	89.9	88.6	100.0 5	100.0	83.8	16.2
Antonucci, John (1619181369)	92.8	93.8	100.0 7	100.0	83.8	16.2
Arguelles, Ramon (1144268590)	91.7	83.3	100.0 1	100.0	83.8	16.2
Baseman, Daniel (1194905984)	84.9	86.4	100.0 2	100.0	83.8	16.2
Blackwell, Lea (1356508410)	97.8	92.9	92.9 7	100.0	83.8	16.2
Bohrer, Mindy (1902895360)	81.2	81.8	100.0 1	100.0	83.8	16.2
Brown, Alan (1922098045)	94.5	100.0	100.0 2	100.0	83.8	16.2
Carlsen, Gregory (1306831516)	87.0	90.6	100.0 5	100.0	83.8	16.2
Castillo, Alvaro (1891939385)	79.3	93.3	100.0 6	100.0	83.8	16.2
Chen, Christopher (1245235688)	81.8	87.5	100.0 2	100.0	83.8	16.2
Chou, William (1790713253)	88.9	85.0	100.0 1	100.0	83.8	16.2
De Andrade, Regiane (1922352467)	90.0	100.0	100.0 1	100.0	83.8	16.2
Domenech, Gabriel (1427043785)	87.5	91.7	100.0 4	100.0	83.8	16.2
Dosoretz, Daniel (1629073200)	78.0	78.0	100.0 8	100.0	83.8	16.2
Fernandez, Eduardo (1558367722)	75.0	80.0	100.0 2	100.0	83.8	16.2
Fitch, Dwight (1871540278)	91.2	91.7	100.0 5	100.0	83.8	16.2
Fogel, Thomas (1619969524)	92.9	92.9	100.0 11	100.0	83.8	16.2

Other Updates/Fixes

Additional Updates and Fixes Include...

1. Integrated in-application announcements for end users
2. Provider Scorecard Performance Enhancements will allow subscriptions to send earlier in the day on the 15th and load in the Real-time application faster.
3. Image and CSV Exports now work regardless of number of parameters selected.

The screenshot displays the nrc HEALTH System Dashboard. The top navigation bar includes the nrc HEALTH logo, a 'Switch Back to Old Portal' link, and user information for 'Jon Tanner'. Below the navigation bar, there are filter tabs for 'QUESTION PODS' (All), 'FACILITIES' (Multiple Values), and 'PROVIDERS' (All). The main content area is titled 'System Dashboard' and features a 'Question Pod' section with the metric 'Net Promoter Would Recommend'. A table below this section shows performance data for two groups: 'Urgent Care' and 'Emergency Department'. The table columns include 'Group', 'YTD', 'Last 3 Months', 'Last Month', 'n-size', 'Score', and 'Target'. The 'Urgent Care' row shows a score of 8.5, and the 'Emergency Department' row shows a score of -12.8. To the right of the dashboard, a chat notification from 'Jonathan Active' is visible, containing a message and a link to 'July 12th _dates.pptx'. The chat interface includes a 'Write a reply...' field and icons for 'Go', 'Close', and 'Reply'.

Group	YTD	Last 3 Months	Last Month	n-size	Score	Target
Urgent Care	74.2	76.9	74.0	281	80.4	71.9
Emergency Department	57.3	56.9	57.1	93	59.1	71.9