

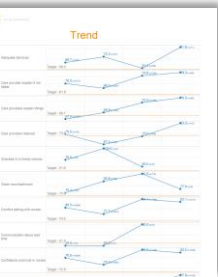
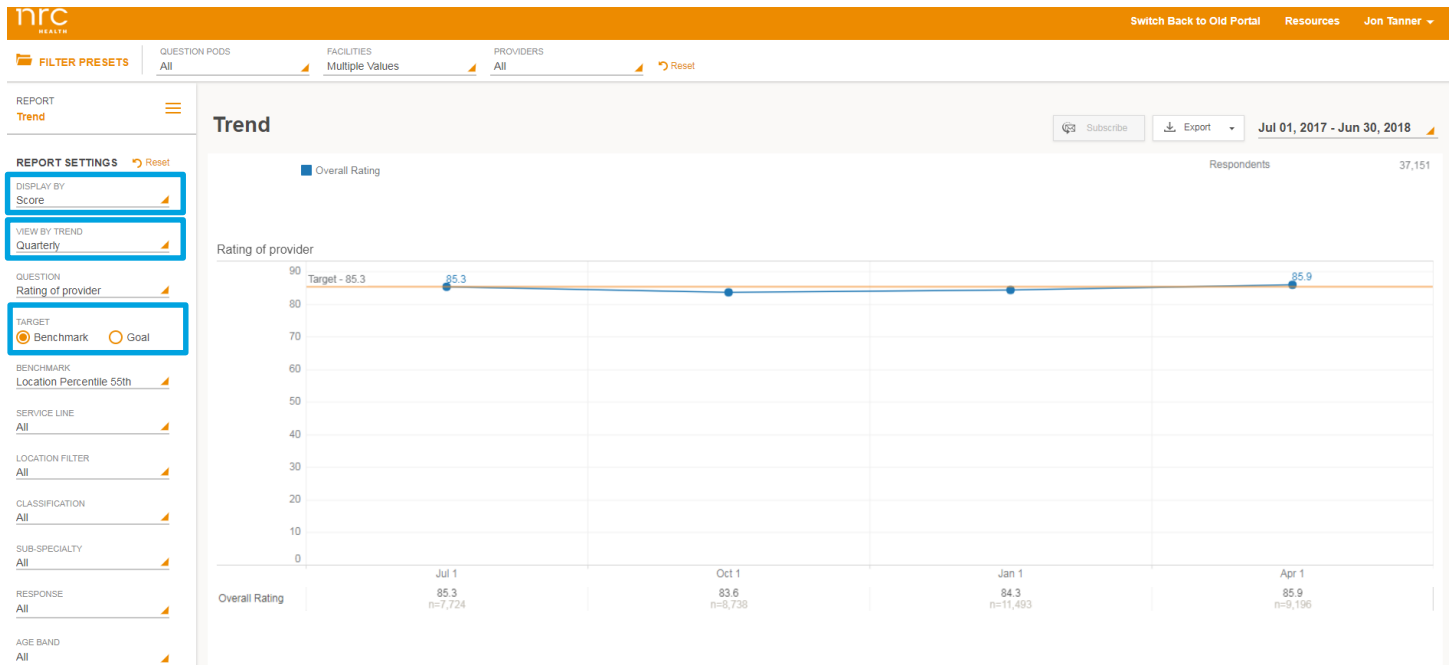
# List of Updates for July 27

| Bucket                 | Enhancement(s)  | Slide #  |
|------------------------|---|----------|
| <b>Trend Report</b>    | <ul style="list-style-type: none"><li>• Defaults to percent positive or NPS score</li><li>• Trend By Month or Quarter Option</li><li>• Add Target Line (Benchmark or Goal)</li><li>• Export all questions to PDF</li></ul>  | <b>2</b> |
| <b>Feedback Report</b> | <ul style="list-style-type: none"><li>• Added Search Capability</li><li>• Default to Comments By Response Date (and sorting for Response Date)</li><li>• Show All Comments in Portal</li><li>• Paging Introduced for Faster Load Time and Show All Comments</li></ul>                   | <b>3</b> |
| <b>Other</b>           | <ul style="list-style-type: none"><li>• Reset Button Added to Filters</li><li>• Preset Filters Bug Fixed</li><li>• Additional Performance Enhancements</li><li>• Natural Language Processing (NLP) Improvements</li><li>• Performance enhancements for faster running reports</li></ul> | <b>4</b> |

# Trend Report

1. The trend report now defaults to showing users a single trend line for the percent positive or Net Promoter Score
2. Users can choose to Display By "Answer Text" if they want to see scores split by various response options
3. 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 now override and change to Monthly or Quarterly. *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).*
4. A 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. Target line is only available if "Display By Score" is selected.
5. Exporting PDF (All) will provide users with a PDF that contains data for all questions available.

The Trend Report has been updated to allow users to easily trend the percent positive score, compare against a target, and have greater flexibility in selecting trend periods.



# Feedback Report

1. The Feedback Report now 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”.*

2. Comments now default to pulling by response date. *So 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. Users can switch back to Encounter date using the View By toggle.*

3. Additional sort option of “sort by response date” has been added.

4. To ensure faster load times, and aid in readability, paging 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.

5. All comments are included. The feedback report used to be limited to the 100 most recent comments.

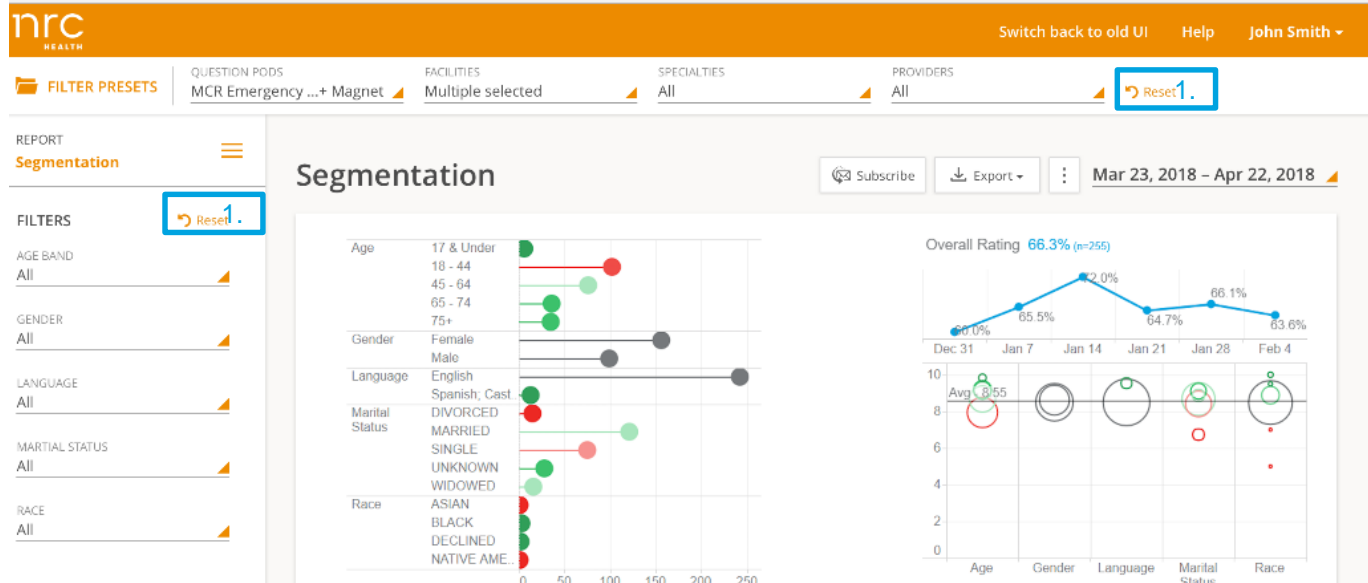
The Feedback Report has been updated ensure all comments are available by response date. Additionally a search feature has been added, making it easy to search for top of mind themes by key word or phrase.

The screenshot displays the NRC Health Feedback Report interface. At the top, there is a navigation bar with the NRC Health logo, a search bar containing the text "Rude", and links for "Switch Back to Old Portal", "Resources", and "Jon Tanner". Below the navigation bar, there are filter tabs for "QUESTION PODS" (All), "FACILITIES" (Arkansas Childrens), and "PROVIDERS" (All). The "REPORT SETTINGS" section on the left includes a "SORT BY" dropdown menu set to "Response Date", a "VIEW BY" section with radio buttons for "Response" (selected) and "Encounter", and various filter categories like "CATEGORY", "OVERALL MEASURE", "AGE BAND", "GENDER", "LANGUAGE", "MARITAL STATUS", and "RACE", all currently set to "All". The main content area shows a list of feedback comments. Each comment entry includes the patient's name (Devin Barajas-Mendoza), MRN (PJD000002), facility (NRC Health Location), provider (Thompson Benjamin), and response date (13 July 2018). The patient score is consistently "10 EXTREMELY LIKELY". The comments are: "We had a lady (Peggy) at the 2 nd check in desk where I had to give all the information about Bailey to was very rude. At this point I was ready to cancel the appointment because of the way she acted. I realize everyone has bad days but when people come to this facility there is already enough stress and more does not need to be added by an insurance clerk. She was upset that she called for us to come to the desk and we did not come because we had to stop at the restroom and she skipped us. That was fine that we were skipped and we are not just a 10-30 mins drive away so we needed to use the restroom. Bailey was already nervous enough about the appointment this did not help her anxiety the way we were treated. Overall our experience was very good with practically no waiting even when we got there an hour early." and "Great place love going there". Below each comment is a list of tags representing themes, such as "Interpersonal Care - Communication", "Access to Care", "Interpersonal Care - Courtesy/Respect", "Access to Care - Scheduling Appt", "Interpersonal Care", "Clinical Process - Admit/Registration", "Admin/Support Staff", "Facilities/Environment - Cleanliness", "Interpersonal Care - Emotional Support", "Financial - Billing/Insurance", "Facilities/Environment", "Access to Care - Wait Time", "Clinical Process - Patient Info/Education", "Admin/Support Staff - Front Desk/Reception", "Financial", "Clinical Process", and "Access to Care - Wait Time - Reception". Each comment entry also has an "Edit" button.

# Other Updates

## Additional updates and bug fixes include:

1. Reset Buttons for Filters. A reset button has been added for both top level and left hand filters.
2. Provider name is now included in the Subject Line of the Provider Scorecard email report.
3. A known Preset Filter bug was addressed allowing users to easily switch between preset filters without first needing to refresh the page.
4. Natural Language Processing (NLP) Improvements
5. Performance enhancements for performance reports. Focus on Department Summary Report.



## NLP IMPROVEMENTS

### Service Alert Query Updates

- Based on client feedback and a review of the existing alert query language, edits/updates were made to each of the 10 alert category queries. These changes should both reduce false alerts and increase the recall of true alerts. Approximately 60-70% of the specific issues raised by clients (in the form of "incorrectly" coded comments) have been fixed. The remaining issues generally relate to false alerts that are difficult to rectify without increasing the potential for missing true alerts)

### Category and Sentiment Updates

- The new configuration addresses six proper names identified by clients as problematic (i.e., "Ruff", "Short", "Parker", "Sue", "Cook", and "Abusief" (Abus\* meant to catch "abuse")).
- "Based on a review of the sentiment scoring associated with a 15,000 comment test set, adjustments were made to the sentiment scoring of 73 additional clinical words/phrases (e.g., "side effects," "feverish," "painkillers," "headache," etc.) so they will no longer drive negative sentiment."