# NRC Health Release Notes

September 27 Release

We are pleased to announce several updates made to our **NRC Health platform** on September 28, and a few more updates that will be made next week (October 3). The updates focus broadly on three (3) areas:

1. Increasing the speed of report generation
2. Introducing new reports and enhanced functionality designed for data analysts
3. Adding "Administrative" functionality into the "new portal" and retiring the "old portal"

Reporting Performance

Our number one priority was optimizing the time it takes for reports to load. We continue to prioritize efforts to make it even faster, but in August, we made significant gains. This should be especially noticeable when generating reports during the peak hours of 12PM - 4PM central. The below chart shows the more consistent report load times over the last month (vertical axis is average load time in seconds).
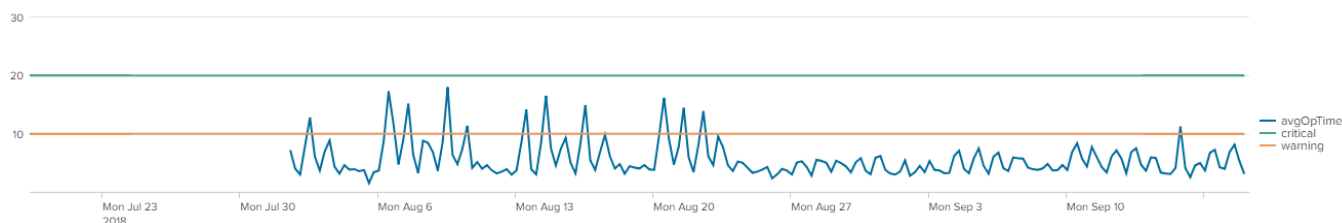
Analyst Corner

With analyst power users in mind, we expanded the Analyst Corner offering a library of common reports including:

Analyst Corner Report Library **October 1**	Four new reports will be available in the Analyst Corner the first week in October. These reports largely focus on helping analysts to better understand NRC Health benchmarks, as well as provide advanced analytics. 1. ***Benchmark Summary*** – shows the questions where benchmark is available, and the number of locations that make up a benchmark for a given service line, specialty, or type (CHCA, Vizient Academic) 2. ***Provider/Location Percentile*** – shows the percentile distribution for any question 3. ***Composite Reporting*** – ability to combine individual metrics into a composite metric (e.g. provider composite for any question about a provider) 4. ***Control Chart*** – perform analysis to see if the change from one time period to the next is within the expected range
Magnet Report **Beta**	We are introducing the first version of the Real-time Magnet report. The report gives a comprehensive grid view to show quarter-by-quarter analysis for all locations and magnet categories and questions. Please note, that this report has not yet been reviewed by the ANCC. While in Beta, we especially look forward to your feedback on this new view.
Analyst Corner Extracts	1) By popular demand, we have added question pod, location, and provider filters to allow for more focused extracts. 2) We have changed the delivery mechanism for extracts. To help with large extracts that can take a while to download, users will receive an email with a link to the extract when the download is available.

Retiring of the "Old Portal"

After introducing the "new portal" in July with several new reports and design elements, we have seen fantastic uptake of the new tool. In fact, about 70% of total usage of Real-time occurs in the new portal. With that in mind, we will be retiring the old portal layout. As the last step for a complete migration, we added all of the administrative features into the new portal for admin users including subscription manager, scorecard configuration, user management, provider management, and organizational targets.

Other Updates and Enhancements

Other enhancements and fixes include:

- Personalized outreach – the ability to reach out to patients/families in the modes they prefer.
    - If this is a change you would like to learn more about please contact your customer success team. This capability will be available starting October 3.

- Additional coaching tip videos for Provider Scorecards
- Include Provider's Name in Provider Scorecard Subject Line
- Expansion of "key metric" options to include 4pt and 5pt would recommend questions.
- Fix of Participation Report Formatting
- Add back N-size on Landing Page Hover Over
- Warning Message For Unsaved Group Assignments

Learn more about these new features in the supplemental "September 27 Updates" PDF.

What Is Next?

Looking forward to October, you can expect significant enhancements to the Service Recovery capabilities. The most common request is the ability to document service recovery efforts taken. We are excited to bring that to life soon! Below you can see a few of our biggest planned items for the remainder of the year.

Anticipated Enhancements in Q4
Service Recovery Enhancements (planning for October release)
-     Alerting by response option
-     Service Recovery Documentation and Follow Up Call Tracking
-     Ticket Assignment, tracking, and closing
-     Alert reporting
Configurable Call Window Times
-     Change the time of day that our IVR calls go out to patients and families.
Expanded HCAHPS Reporting
Feedback Report Export to PDF
Percentile Rankings added to Question Tab of Benchmark Report and Score Summary
Ability to Accept Updates to Previously Sent Patient Records

Recently Updated

As a reminder, here are the updates that we made with our previous release.

July 27 Release
Trend Report
•   Defaults to percent positive or NPS score
•   Trend By Month or Quarter Option
•   Add Target Line (Benchmark or Goal)
•   Export all questions to PDF
Feedback Report
•   Added Word Search Capability
•   Default to Comments By Response Date (and sorting for Response Date)
•   Show All Comments in Portal (previously most recent 100 were displayed)
•   Paging Introduced for Faster Load Time
Other
•   Reset Button Added to Filters
•   Ability to ask multiple questions behind a skip question
•   If this is a change you would like to learn more about or make to your survey, please contact your customer success team.
•   Natural Language Processing (NLP) Algorithm Improvements

Regards,

Your NRC Health Product Team

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