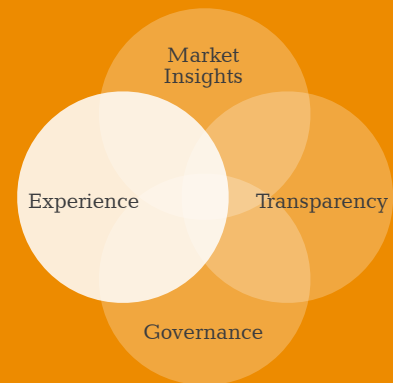


Employee and Physician Experience



Use actionable information to improve work environments and nurture an engaged and capable work force



The Quality Healthcare Workplace Model

The Quality Healthcare Workplace Model forms the foundation for the NRC Health Employee and Physician Experience Survey tools. These survey tools selectively measure the drivers, individual outcomes, and organizational outcomes that correlate to experience and satisfaction, and/or describe a healthy and high-performing workplace.

NRC Health will work with your team to drive positive organizational change. After your data is collected and reported to you, NRC Health works with your leadership to develop an action plan.



Measuring Experience and Engagement

The surveys measure a range of highly strategically important components of your organization, including:

- Employee and physician engagement
- Organizational health and safety
- Quality of work life
- Psychological health

The surveys provide a wealth of value to healthcare providers, making it possible for them to:

- Examine a broad range of job and work-environment factors, based on individual and organizational outcomes
- Selectively measure the drivers, individual outcomes, and organizational outcomes that describe a healthy and high-performing workplace
- Gain a better understanding of the impact of employee and physician engagement and well-being on patient and resident experience

Engaged employees and physicians are committed to their employer, satisfied with their work, and willing to put in extra effort to achieve their organizational goals.

The surveys meet Accreditation Canada's requirements for improvements in the quality of work life, patient safety, and patient-centred care. The NRC Health tool is an approved alternative to Accreditation Canada's Worklife Pulse Tool.

NRC Health: Top five takeaways

01

Proven experience

For more than 35 years, we've helped healthcare organizations illuminate and improve the moments that matter most to residents, patients, families, physicians, nurses, and staff.

02

The whole picture

Our solutions portfolio gives you multi-dimensional insight into the people you serve.

03

Scale that matters

We survey over 310,000 healthcare consumers every year, in more than 300 markets across North America.

04

We stand for people

Empathy is embedded in our heritage and affiliation with the Picker Institute pioneering work patient-centered care.

05

How we think

We are united by purpose to improve the lives of others. We approach each partner's business as our own.