

# List of Updates for November 5

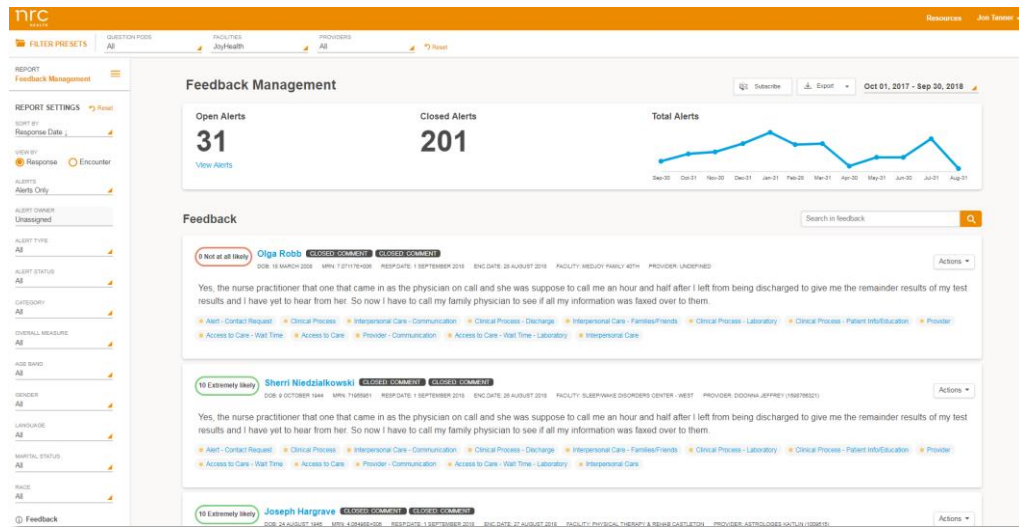
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# Feedback Management

- Open alerts are tagged in red. Alert owners are tagged in blue. Closed alerts are tagged in grey.
- At this time closed alerts cannot be reopened, they can still have calls or notes added to them.
- Feedback Management contains all respondents by default. Filter to **Comments Only** to see all comments. Filter to **Alerts Only** to see only alerts.
- By default the report loads to the last 7 days. This is to keep the list to a manageable length. You can expand the time period by using the time period filter.
- Scores shown are the key metric score.
- Responses appear in the site throughout the day and will be available within 15 minutes of receipt by NRC Health.
- It is possible for responses to appear before their associated comment appears. This will happen in the case of IVR or foreign language surveys.
- Only PHI/Service Recovery users can see patient information and drill into encounter view to take further action.
- Non PHI users will see the list of feedback but will not have Actions available and no PHI will be visible to those users.
- Only Admin users can edit categories and sentiment.
- Alerts, Alert Owner, and Alert Type are new filters to increase your ability to create an actionable list of respondents. All other filters remain the same as the feedback report.
- **PDF Export is now available for Feedback Management!**
- Exports are limited to 1000 comments. To see additional comments please use the Comment Extract as a part of the Analyst Corner.
- If there are two open ended comments on a survey, responses will appear in separate cards. All alert actions (alert owner, alert status, etc.) will occur in sync across both comments.
- Subscriptions will not include PHI

Combining the best elements of the Feedback Report and Service Recovery, Feedback Management allows you to manage all customer responses and alerts in a single location.



1. Click **“Actions”** to Open Alert, Close Alert, Set Alert Owner, or edit Comment categories.
2. Click on **Respondent Name** to Drill to Encounter View and Document Service Recovery Efforts.

# Alert Documentation and Encounter Views

1. Click on **Actions** to Start Call, Add Comment, Set Owner, or Change Alert Status
2. Click on **Encounter**, **Event Log**, or **History Tab** to change views

## Encounter View

- The feedback and alerts table shows all responses for the particular encounter.
- Responses triggering an alert appear in the alert column in red.
- Clicking on the orange **“Feedback Management”** link at the top of the page will return you to the list of comments with all of your previous parameters and filters saved.

## Event Log

- All times listed are central time zone.
- All notes, comments, and logged follow up calls are added to the event log.
- Please refer to the dictionary on slide 4, for information on events tracked in event log.

## History

- Patient is identified by DOB, MRN, and Last Name. This will not be 100% accurate in ensuring that it is always the same patient.
- If there is outreach or response data for a prior event the Event Log and Responses for that encounter can be retrieved by clicking on the date.

**Track follow up calls and document service recovery effort.**  
**View historical visit information, and view all response information for an encounter.**

**Encounter** | Event Log | History

8 **Irving McClung** ALERT: COMMENT  
RESP DATE: 30 SEPTEMBER 2018 ENC DATE: 27 SEPTEMBER 2018 FACILITY: PULMONARY FUNCTION LAB PROVIDER: UNDEFINED

Parking is horrendous, also standing in line waiting for some one at the desk who is only staring at her computer, I recently had back surgery and this is totally unacceptable , they are not doing patients service, I suppose because they are employed by the state they just don't give a hoot

Technology Clinical Process - Surgery/Procedure Access to Care - Parking Access to Care - Wait Time Clinical Process Access to Care Access to Care - Wait Time - Reception

FEEDBACK AND ALERTS

Question	Response	Alert
Did the staff members explain things in a way you could understand?	Yes, definitely	
Did the staff members listen carefully to you?	Yes, definitely	
Did you trust the staff members with your care?	Yes, definitely	

**Encounter** | Event Log | History

NEW CALL  
 No Answer  Left Message  Hung Up  Talked To Patient  Talked To Caregiver

EVENT LOG

Event	Date   Time	User
Comment Alert Opened	10/22/2018   1:25 PM	NRC Health
Survey Complete	10/22/2018   1:14 PM	NRC Health
Email Attempt	10/1/2018   8:44 PM	NRC Health

**Encounter** | Event Log | History

HISTORY

Encounter Date	Facility	Patient Score
09/28/2018	Creek TeleHealth	2

# Feedback Management Dictionary

	Action	Definition
<b>Alert Status</b>	Open Alert	Adds alert to respondent encounter
	Close Resolved	Closes alert with status of resolved

<b>Alert Type</b>	Manual	Alert was opened by system user.
	Comment	Alert was triggered by NLP flagged item in open ended comment.

<b>Event Log</b>	IVR Attempt	IVR outreach by NRC Health
	Email Attempt	Email outreach by NRC Health
	SMS Attempt	Text message outreach by NRC Health
	Comment Alert Opened	Alert opened by NLP flag in respondent comment
	Response Alert Opened	Alert opened by response to closed end question.
	Survey Complete	Response received by NRC Health
	Alert Removed	Alert removed from respondent encounter
	Alert Closed as Unresolved	Alert closed unresolved by user

Action	Definition
Close Unresolved	Closes alert with status of unresolved
Remove Alert	Removes alert status from alert that is currently active

Response	Alert was triggered by response option to closed end question.

Manual Alert Opened	Alert opened by user
Comment Added	Comment added to encounter
Follow-Up Call \- No Answer	Follow up call with no answer logged by user
Follow-Up Call \- Left Message	Follow up call with left message logged by user
Follow-Up Call \- Hung Up	Follow up call with a hang up logged by user
Follow-Up Call \- Talked to Patient	Follow up call logged by user, talked to patient
Follow-Up Call \- Talked to Caregiver	Follow up call logged by user, talked to caregiver
Alert Closed as Resolve	Alert closed as resolved by user

# Alert Dashboard and Service Recovery Calculator

## Percent of Encounters with Alerts

- The percent of respondents triggering an alert divided by the total number of survey respondents

## Service Recovery Calculator

- (Customers with alerts returned x value per customer visit x percent of customer with an alert that out-migrate)
- You are able to set the value per customer visit and the percent of customers that would have otherwise out-migrated

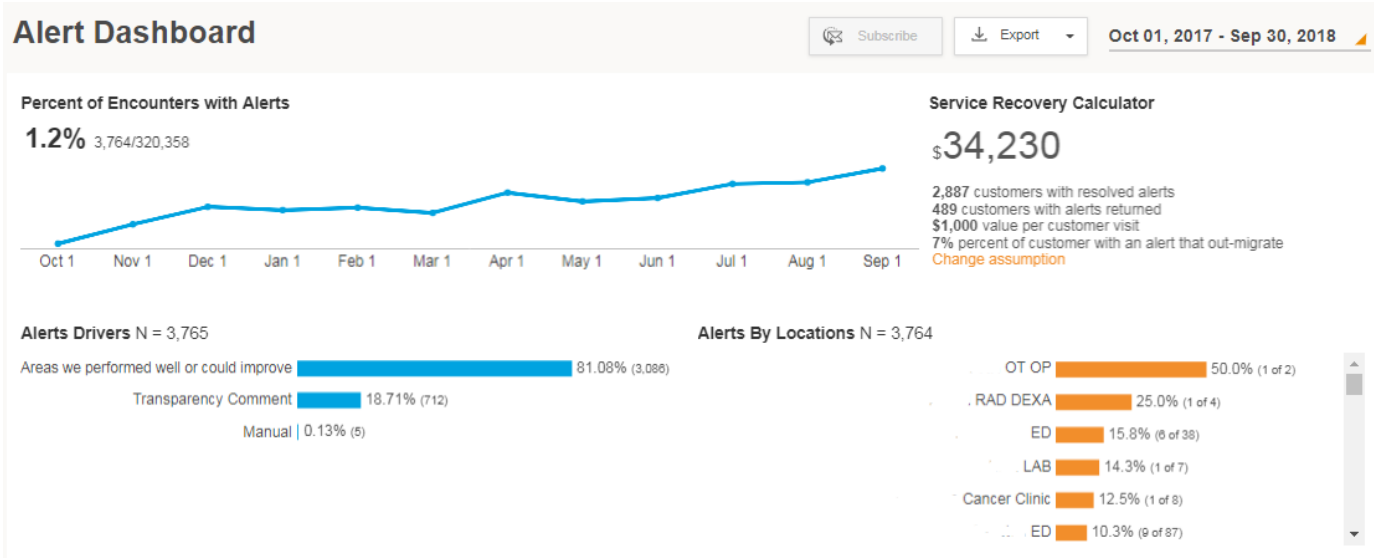
## Alerts Drivers

- The percent of overall alerts triggered by each question
- The total percent's will add up to 100% of alerts
- Manual = alerts opened by user

## Alerts By Locations

- Percent of survey respondents for a location that triggered an alert

A single dashboard to trend percent of customers with alerts, as well as, highlight drivers of alerts and rank your health system facilities with highest/lowest volume of alerts. Use the Service Recovery Calculator to estimate the value of your service recovery efforts.



*While in Beta this report is only available for last 12 full month time period.*

# Alert Notes Report

- This report is only available to users with PHI/Service Recovery permission
- Export is only available for CSV.

**Notes** = the text left as a comment or follow up call during service recovery

**Alert Questions** = the one or more questions that triggered an alert for that note

**Patient** = name, MRN, and Language of the respondent

**Location Name** = location of encounter associated with alert

**Encounter Date**= date of respondent visit or encounter

**Response Date** = date the survey was received by NRC Health

**Note Date** = date the note was made for service recovery

**Posted By** = the username for the person who left the note or comment

For any location and timeframe, you can view all documentation posted by your staff during their service recovery efforts.

**Alert Notes**

Notes	Alert Questions	Patient	Location Name	Encounter Date	Response Date	Note Date	Posted By
May need to close mistaken records		Lind, Rajul MRN: 3689029 Language: English	MHC RAD DIAG	5/3/2018	Null	10/19/2018	ksmimov
New Message		Uribe, Lailsha MRN: 5859583 Language: English	Littleton Hem Onc	5/24/2018	Null	10/22/2018	ksmimov
some new comment		Uribe, Lailsha MRN: 5859583 Language: English	Littleton Hem Onc	5/24/2018	Null	10/22/2018	ksmimov

# Alert Volume Report

Export is only available in CSV to accommodate the unlimited number of columns that could be added.

**Survey Respondents** = number of respondents with completed surveys

**Respondents with Alerts** = percent of respondents with alerts

**Previous Week** = percent of respondents with alerts for previous full week

**Previous Month** = percent of respondents with alerts for previous full month

**Resolved Alerts** = percent of alerts triggered that have been resolved

**Resolved within 1 Day** = percent of alerts triggered that were resolved within 1 day of trigger date.

**Drivers of Alerts** = percent of alerts that have been triggered by particular questions. Manual opened alerts are under column of "Manual" % of Alerts for a location will always add up to 100%

A simple table to show the number of customers reached, the percent of responses that trigger alerts, how that compares to previous time periods, the percent of alerts resolved, and which questions are triggering alerts.

**Alert Volume**

Oct 02, 2018 - Oct 31, 2018

Organization Name	Survey Respondents	Respondents with Alerts	Previous Week	Previous Month	Resolved Alerts	Resolved within 1 Day	DRIVERS OF ALERTS	
							Areas we performed well or could improve	Transparency Comment
Primary Care Steele Street	14	7.1%						100.0%
Internal Medicine Lowry	32	3.1%						100.0%
Dermatology	51	2.0%					100.0%	

# Other Updates and Fixes

Element	Details
<p>“Wrong Household” outreach status</p>	<p>IVR and Email outreach has been updated to allow respondents to notify us that we have the wrong contact information for the outreach.</p> <p><b>How it Works</b> Respondent identifies that we have reached the wrong number or address. NRC Health cancels any pending outreach attempts</p> <p><b>Email Language:</b> If you have received the message in error, please immediately advise the sender by clicking here and delete the message and any attachments without retaining any copies.</p> <p><b>IVR Language:</b> <i>If this is Patient Name, press 1. If not, press 2. If we have reached the incorrect household, press 3. If 3 is pressed: “You have indicated we have reached the incorrect household. Sorry for the inconvenience. Thank you.”</i></p> <p>Subsequent outreach for <u>this encounter only</u> will be cancelled, this phone number/email address will not be added to the NRC Health “No Contact List”, this number/email can be contacted for other encounters</p>
<p>Consistent survey expiration dates</p>	<p>Web surveys are now set to expire with the same rule as IVR surveys - two weeks after send date. This will allow for you to provide “closed” reports to leadership (reports that will not have any additional responses added). Historically, NRC Health received more than 99% of all email responses within 2 weeks of send date, so this should not noticeably impact response rates, or response volumes.</p> <ul style="list-style-type: none"> <li>Users who try to access an expired web survey are notified that the survey they are attempting to access has expired</li> </ul>
<p>CMS Classification and Specialty benchmarks</p>	<p>Previously organizations were only able to access CMS Classification and Specialty benchmarks for the Classifications and Specialties that were relevant to the NPI’s sent to NRC Health. For example if you weren’t sending NRC Health any family medicine NPI’s then you would not have access to the family medicine benchmark. <b>Now all benchmarks are available regardless of the specific NPI’s you have sent to NRC Health.</b></p>
<p>Creating users with the same name</p>	<p>Admin users would receive an error message when they created new users that had the same first and last name as another existing user. Now you can create new users with same name as long as their email address is unique.</p>