

NRC Health Product Update – December 14, 2018

We are pleased to announce a couple of small updates made to our NRC Health platform for Real-time Feedback on December 14, 2018. **Learn more** below about what’s new, improved, or fixed by clicking to expand each feature to view details. And, get a sneak-peak at what’s coming up next.

What’s New.

After a big release in November, we are relaxing a bit near the holidays focusing on requested improvements and fixes below. We look forward to a big 2019.

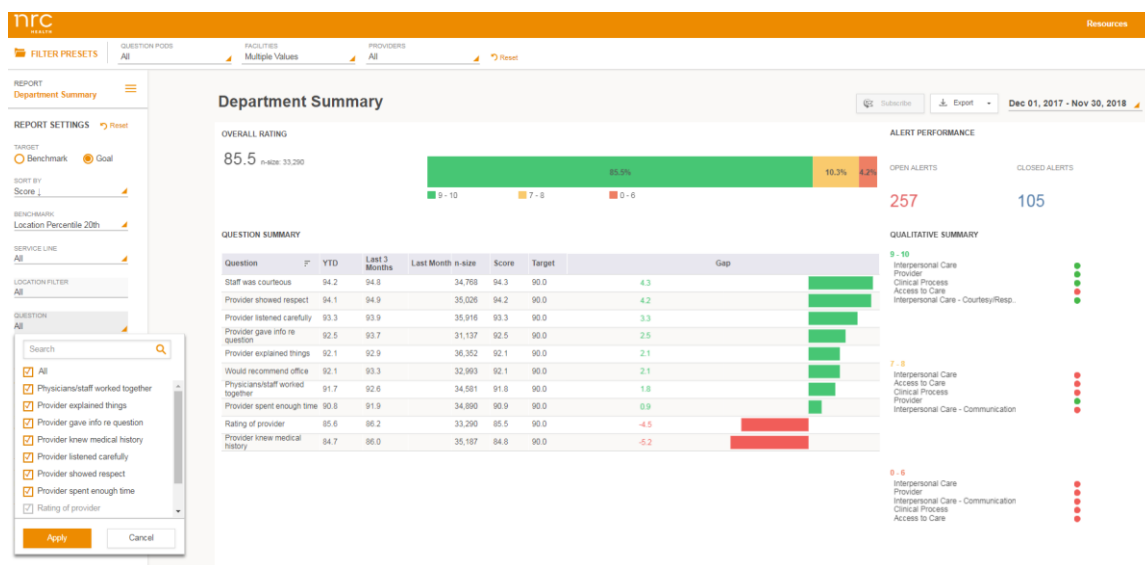
What’s Improved.

FILTER SPECIFIC QUESTIONS ON DEPARTMENT SUMMARY REPORT

Based on popular demand you can now filter down the list of questions on the Department Summary report.

How it Works

- ➔ Select **Department Summary** from the menu of reports
- ➔ Select **Question** filter and apply desired settings
- ➔ Note: only impacts question question summary table, and you can not filter out the key metric



VIEW PERCENTILE RANKINGS FOR ALL QUESTIONS ON BENCHMARK REPORT

Previously percentile rankings were only available on the Provider and Location versions of the benchmark report. Now you can see percentile rankings on the Question version as well.

How it Works

- Select **Benchmark** from report menu
- Select **Question** tab

NEW SERVICE LINE BENCHMARKS AVAILABLE JANUARY 2

Access the below new benchmarks after the January 2 benchmark update. These additional service line benchmarks will be available on all reports utilizing service line benchmarks (e.g. score summary, department dashboard, benchmark reports, system dashboards). New benchmarks are in bold.

Outpatient Services

- **Outpatient Surgery**
- **Outpatient Testing**
- **Outpatient Rehab**
- **Outpatient Oncology**
- **Outpatient Series**
- **Outpatient Blood Draw**
- **Outpatient Behavioral Health**
- **Dialysis**

Inpatient

- **Inpatient Rehab**
- **Inpatient Behavioral Health**
- **Inpatient ICU**
- **Inpatient NICU**

Home Health

- **Durable Medical Equipment**

Medical Practice

- **Dental**

Research Participant

FASTER SUBSCRIPTION DELIVERY

Due to high volume of subscription reports, reports delivered on the 15th of each month (including Provider Scorecards) may have taken over 48 hours to deliver. Now all subscribed reports will arrive within 24 hours of the subscription date.

What's Fixed.

ASSIGN ALERTS ONLY TO ACTIVE USERS

Previously alerts could be assigned to inactive users. While they had no way to access alerts, it did make the drop-down list unnecessarily long. Now, inactive users will no longer appear.

PROVIDER SCORECARD REPORT LABELS CLARIFIED

Two items have been clarified on the provider scorecard.

1. The heading of the scorecard now includes the start and end date
2. If there is no score associated with a comment, the label “score” is removed to avoid confusion

Please note that in Q1 of 2019 will be further clarifying labeling by introducing quarter and fiscal quarter labels.

PARTICIPATION REPORT EXPORT FORMAT

Previously the participation report export would occasionally fail to display the participation percentage. This has been corrected.

What's Coming Up.

FASTER SELF HELP WITH NEW RESOURCES PAGE

Search for features, type in questions, and find targeted articles to quickly learn more about all the capabilities of Real-time Feedback. **Please note, we initially announced this would be available this week, but we needed a bit more time to bolster the content. So we will circle back around to better in app education in early 2019.**

How it Works

- Click **Resources**
- Note: additional information about NRC Health, including the old user guides, can still be found by clicking on your user name in the upper right-hand corner and navigating to **Learn More About NRC Health**

2019 PRODUCT ROADMAP TO BE PUBLISHED IN JANUARY

At the beginning of the year, the 2019 Product Roadmap will be published.