

NRC Health Product Update – January 31, 2019

We are pleased to announce several updates made to our NRC Health platform for Real Time Feedback on January 31. **Learn more** below about what's new, improved, or fixed by clicking to expand each feature to view details. And, get a sneak-peek at what's coming up next.

What's New.

QUICKLY SPOT WHEN DATA WAS LAST REFRESHED

Easily identify when the data you are viewing in a report was last updated.

How it Works

- Log in to your **NRC Health account**, navigate to **any report**
- Look below the **Report Description** in the left-hand panel of the screen

System Dashboard

The System Dashboard allows users to easily compare performance across your organization by comparing meaningful groups of locations.

Tip: In the question summary table, the score column will always show you the score for the selected time period. The n-size column will always show you the number of returns for the selected time period.

Date Updated: January 20, 2019

Group	YTD	Last 3 Months	Last Month n-size	Score	Target	Gap
South	74.2	72.1	46	87.0	80.7	6.3
Unassigned	80.8	80.7	214	84.6	80.7	-3.9
East	78.5	86	77.9	80.7	80.7	-2.2
West	72	79.0	69	76.8	80.7	-3.9
North	73	75.4	97	74.2	80.7	-6.5

- **Please note** that the *Feedback Management*, *Provider Scorecard*, and *HCAHPS* sections do not display this date

What's Improved.

QUARTERLY AND FISCAL QUARTER LABELS AVAILABLE ON PROVIDER SCORECARDS

If you have selected quarterly reporting for your Provider Scorecards, and your fiscal year does not start in January, you will now see FQ1, FQ2, etc. instead of month names when viewing a Scorecard.

How it works

- Log in to your **NRC Health account**, navigate to **Provider Scorecard**
- Select a provider

Provider Scorecard

Leslie Abeleda
Scorecard report for July 1, 2018 - Jan 2019

	FYTD	FQ1 2019	FQ2 2019	Goal
Question Scores	88.9	100.0	85.0	-
Rate facility	80.8	71.4	84.2	80.0
Net Promoter Would Recommend	100.0	-	100.0	-

Provider Tips

CARLA SCHWALM, MD

FEEDBACK MANAGEMENT ALERTS FILTER RENAMED AS “RESPONDENTS”

The “Alerts” filter has been renamed – it is now titled “Respondents” to better reflect the displayed data. The default selection for this filter will be “All Comments” when opening this report.

How it works

- Log in to your **NRC Health account**, navigate to **Feedback Management**

The screenshot displays the nrc Feedback Management dashboard. On the left, a sidebar contains various filter settings such as 'REPORT SETTINGS', 'SORT BY', 'VIEW BY', and 'RESPONDENTS'. The main area shows 'Open Alerts' (27) and 'Closed Alerts' (230), along with a 'Total Alerts' line chart. Below this, a 'Feedback' section lists individual alerts, including one for 'Bonnie Williams' and another for 'Ismail Fiddler'. A blue box highlights the 'RESPONDENTS All Comments' filter in the sidebar, with an arrow pointing to the same filter in the main content area.

What's Fixed.

NEW USERS NOW HAVE IMMEDIATE ACCESS TO THEIR DATA

Newly added users will now see data for the roles and permissions they have been granted as soon as they receive the email invitation to login.

FEEDBACK MANAGEMENT FILTER SELECTIONS WILL NOT RESET WHEN REMOVING ALERTS

Previously, some filter selections made in the left-hand panel would be cleared after deleting an alert. This has been corrected so all filters will remain in place after deleting an alert.

What's Coming Up.

SET UNIQUE QUESTION TARGETS FOR GROUPS AND/OR LOCATIONS

Track improvement more precisely by setting individual, tailored, goals for any Group or Location available in the portal.

SET AND RECEIVE SUBSCRIPTIONS FOR ANALYST CORNER REPORTS

Maximize the impact of your Analyst Corner views by sharing throughout your organization using subscriptions.

PERSONALIZE REPORT NAMES WHEN SUBSCRIBING

Rename report subscriptions so you and your users can easily identify the data you receive.

EASILY IDENTIFY THE FACTORS IMPACTING PERFORMANCE ON YOUR KEY METRIC

The new Key Metric Dashboard will highlight questions with the strongest correlation to the performance of your selected Key Metric.

RECOGNIZE AREAS OF EXCELLENCE AND OPPORTUNITY AT A GLANCE

The three new Provider, Question, and Location Stoplight Dashboards will provide clear, color-coded, snapshots of performance.