

The value of personalized improvement



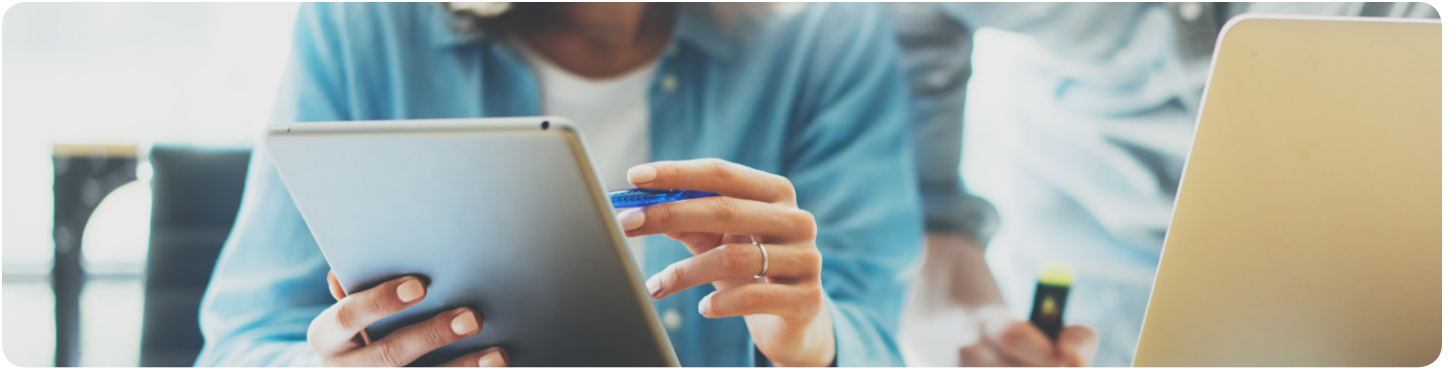
Best practices for organizational improvement

NRC Health empowers healthcare organizations to better understand the people they serve, and in turn design care experiences that inspire loyalty.

nrchealth.com

The value of personalized improvement

Best practices for organizational improvement



NRC Health Improvement Advisors partner with organizations to better understand the people they care for and design experiences that inspire loyalty.

Through dynamic dialogue, our team of dedicated improvement advisors will help you move from information to insight, illuminating critical moments to improve. Our customized approach meets you where you are in your improvement journey, and identifies an overall strategy to deliver world-class customer-centered care.

NRC Health provides a customizable menu of skill-building opportunities and resources for organizations looking to enhance the experience they provide to their customers, patients, physicians, and staff. Offerings include:

Operational wellness:

- Optimizing and integrating NRC Health solutions (Real-time feedback, service recovery, etc)
- Aligning patient experience and clinician well-being strategies
- Providing advanced data analytics

Cultural vitality:

- Supporting cultural transformation efforts
- Providing insights on consumer behavior and loyalty
- Adapting and sustaining evidence-based best practices

Leadership strength:

- Customizing leadership development and skill-building
- Delivering executive presentations
- Establishing effective and attainable experience goals

PREMIER PEER NETWORKING

Accelerate your transformation with best—and next—practices from the collective experience of healthcare providers prospering amidst a rapidly changing healthcare landscape. Your dedicated improvement advisor will facilitate opportunities to connect with top-performing organizations on topics that matter most to you.

“NRC Health has the subject matter expertise I look for, along with truly wanting to be our improvement partner.”

–**Velma Escamilla**

Director, System Service Quality and Guest Relations, Houston Methodist

