

Welcome and Introductions

Session Time

Welcome and Introductions	3:00PM-3:15PM
Roadmap Update	3:15PM-3:30PM
Patients and Families: Brainstorming	3:30PM-4:00PM
Break	4:00PM-4:15PM
Data Integration Roundtable	4:15PM-4:45PM
Reporting Discovery and Brainstorming	4:45PM-5:15PM
Closing Remarks and Open Feedback	5:15PM-5:30PM

What users are liking (or not liking 😞)

What do detractors say?

Performance / Reliability Problems



A horizontal bar chart with five orange bars of varying lengths, representing the frequency of detractor feedback for different categories. The bars are ordered from top to bottom as follows: Performance / Reliability Problems (longest), Navigation, Drill Paths, Hard to Find Information, Customization / Exports, Documentation / Help / Training, and Missing Feature / Functionality (shortest).

Category	Relative Frequency
Performance / Reliability Problems	High
Navigation, Drill Paths, Hard to Find Information	Medium-High
Customization / Exports	Medium
Documentation / Help / Training	Low-Medium
Missing Feature / Functionality	Low

Navigation, Drill Paths, Hard to Find Information

Customization / Exports

Documentation / Help / Training

Missing Feature / Functionality

What do passives say?

Navigation, Drill Paths, Hard to Find Information



NLP is Inaccurate



NRC Support is Helpful



Documentation / Help / Training



Customization / Exports



What do promoters say?

Quality of NRC Support



Like Functionality



Roadmap Overview, and Deep Dive on Selected Items

Ongoing Operational Improvements

Massive growth* of our data set has created the need for some rapid maintenance on core technical capabilities:

Completed

Faster Subscriptions

monthly growth of subscriptions led to subscriptions taking 48 hours to send, reduced to 5 hours in December

Faster Nightly Data Refresh

ensure data is updated prior to 6AM Eastern (currently around 2AM)

Ongoing

- **Outreach and Ingestion Module Updates**— ensure we get through all outreach attempts in timely manner
- **Faster Reporting** - ongoing (some improvements planned for March)
- **Monitoring** – more functional end to end monitoring so when results aren't processed in the manner expected we are aware quickly. Also reports to put this monitoring in your hands.

NRC Health Customer Intelligence Platform

Here's a look at new features planned for 2019.



EXECUTIVE INSIGHT TO TARGET OUTCOMES

EXECUTIVE DASHBOARD

Give executives at-a-glance visibility into performance across the suite of NRC Health solutions.

FLEXIBLE GOALS-SETTING

Set unique goals throughout your organization – whether by individual provider and/or location.

CUSTOMER RETENTION

Access new metrics designed to provide intelligence related to past customer (patient) retention status.



DRIVING CLINICIAN ENGAGEMENT

DEPARTMENT SCORECARD

Push daily insights directly to department and nurse managers to inform actions for engagement.

CLINICIAN RECOGNITION

Provide instant validation directly to a clinician when a patient recognizes their great care.



FLEXIBLE EXPERIENCE REPORTING

CUSTOM REPORT NAMES

Save and personalize the name of your most meaningful reports for clear and quick access.

PEDIATRIC-SPECIFIC VIEWS

Ability to filter data by pediatric age-bands. And, compare to pediatric-only benchmarks.

PROVIDER SCORECARD

Filter out question pods and locations at both the provider and organization levels.

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REAL-TIME FEEDBACK ACROSS CONTINUUM

CARE TRANSITIONS

Streamline patient communications with an integrated discharge call and real-time feedback program.

POST-ACUTE FACILITIES

From prospect tours to customer experience, get the timely feedback you need for action.



CAHPS & COMPLIANCE INTEGRATION

MAGNET REPORT

Simplify the reporting requirement for Magnet designation with this ANCC-reviewed Magnet report.

CAHPS DATA ACCESS

View your CAHPS data within the same reporting portal as your real-time feedback from patients.

IMPACT OF REAL-TIME

Track the impact of your real-time feedback program on your HCAHPS performance in one dashboard.



NATURAL LANGUAGE PROCESSING

EXPANDED DATA SOURCES

Leverage NLP to quickly categorize open feedback obtained from reputation monitoring data.

CLEAR CATEGORIZATION

Simplified hierarchy of comment category views makes it easier to identify emerging trends.

SERVICE ALERTS LOGIC

Use machine learning to improve logic in identifying potential service alerts from open comments.

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NEW WAYS TO DELIGHT END-USERS

EASE OF USE

Focus on ease of use and bringing better clarity to data interpretation for enhanced productivity.

SEAMLESS DRILL-THROUGH

Intuitively navigate from system-wide performance to department-level to individual feedback.

FEDERATED SINGLE SIGN-ON

Remember one less username and password - in compliance with your corporate security standards.



UNCOVER TRENDS IN MARKET INSIGHTS

STATISTICAL SIGNIFICANCE

Support data interpretation with statistical significance testing for trended data points.

CUSTOM MARKET VIEWS

Ability to create and view custom markets that align to your specific needs.

CENTRALIZED EXTRACTS

Option to export all consumer responses at the individual respondent-level.



CONTINUING THE TRANSPARENCY EFFORT

MONITORING INTEGRATION

Track impact of your reputation monitoring efforts with the context of star ratings and experience data.

COMMENTS REVIEW SCALED

Leverage NLP and text analytics to identify comments for inclusion or exclusion from public posting.

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EMPOWERING ANALYTS WITH DIY TOOLS

API INTEGRATIONS

Seamlessly flow data collected by NRC Health to your backend enterprise systems.

STOPLIGHT REPORT

Analyze statistically significant trends against desired NRC Health benchmarks.

KEY DRIVERS

Identify the questions that most highly correlate with your selected overall key metric.



PLATFORM CAPABILITIES BUILD OUT

WEB SURVEY DESIGN

Enhance the customer feedback experience to maximize their participation.

ADDITIONAL LANGUAGES

Communicate with customers (patient) in their native language to enhance experience and quality.

END-TO-END MONITORING

Track what happens to each customer (patient) record sent through survey response.



IMPROVEMENTS TO INFRASTRUCTURE

APPLICATION PERFORMANCE

DATA CONSISTENCY

HIGH AVAILABILITY

VERSIONING AND SECURITY

MONITORING AND ALERTING

Brainstorming on how we can best listen to those we serve

How Can We Best Listen to Those We Serve?

Currently Working On It

Web Survey Redesign

Update design to allow for easier navigation and more obvious choice selection

Email Formatting

HTML and more visual email formatting

← How would you rate this provider?

0 Worst provider possible

1

2

3

4

5

6

7

8

9

10 Best provider possible

Continue

← Did this provider explain things about your child's health in a way that was easy to understand?

Yes, definitely

Yes, somewhat

No

Continue

Near Future Ideas (2019-2020)

IVR Call Order

Update the order in which the response options and questions are presented to reduce call length

Patient/Family On-demand Links

Focus for behavioral health and post-acute the ability for a nurse or manager to pull up a patient survey and assist in assessment.

Patient Portal Integration

Ability for patients/families to access survey as a part of MyChart or patient portal.

Longer Term Ideas

Predictive

Using past returns, demographics, and psychographics predict patient experience

Bi-directional text

Direct in text messaging for surveying and feedback collection

API Integration with 3rd Party Apps

- Your Applications
- 3rd Party Applications (Telemedicine)

How Can We Best Listen to Those We Serve?

What are your best ideas?

FROM THE GROUP

How do we get information on the hold of people who don't answer the surveys?

How do we make sure people don't feel over surveyed...

- *Extending resurvey criteria – max number of surveys (per family)*

How does excluding in one location, impact other downstream visits? E.g. Radiology from Cardiology...

Talking to a child metric?

Language – Burmese,

What does good look like in the ED? Seasonal benchmarks... Especially for ED.

Making sure the question order, keeping that person engaged in the responses as long as possible...

- How is and how will NRC Health support integrating VoC data into your workflows?
- Share examples on how other NRC Health customers are using integrated VoC data.
- How would this group benefit from us meeting their users where they are at? Where are the key integration points?

NRC Health Support Integrating VOC Data into Your Workflows

Current Available

Refreshed & New Exports

Five exports with additional metadata (*Outreach attempt, Encounter, Result, Comment, Comment Category*)

NRC Health Experience API

Setup automated workflows to integrate NRC Experience data sources to your backend enterprise systems.

Analyst Corner Reports Library

Persona designed reports, extracts, and subscriptions for deeper analysis such as statistical significance testing and correlation

Near Future Ideas (2019-2020)

In-portal SFTP Integration

Easy user interface for configuring SFTP connections to integrate NRC Experiences data sources. Building a standard data connector to EPIC's EDW.

DIY Dashboards

Analyst ability to do on-demand creation of reports through self-service access to NRC BI Sandbox tools

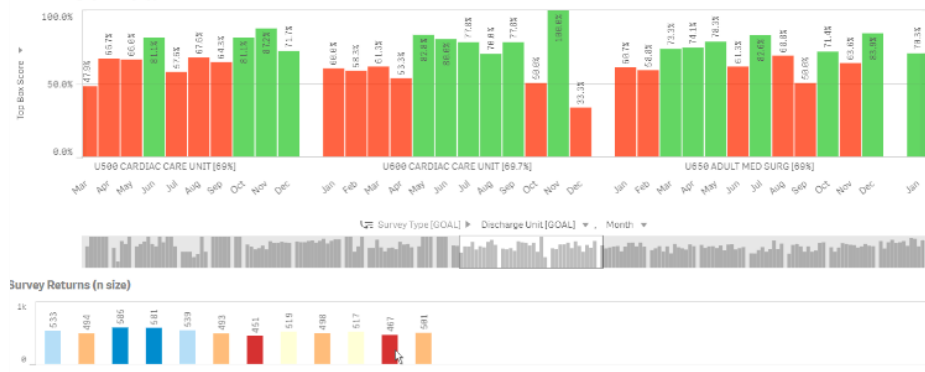
Additional APIs

Further API development for future use cases such as Market Insights, Community Insights, Executive Summary, etc.

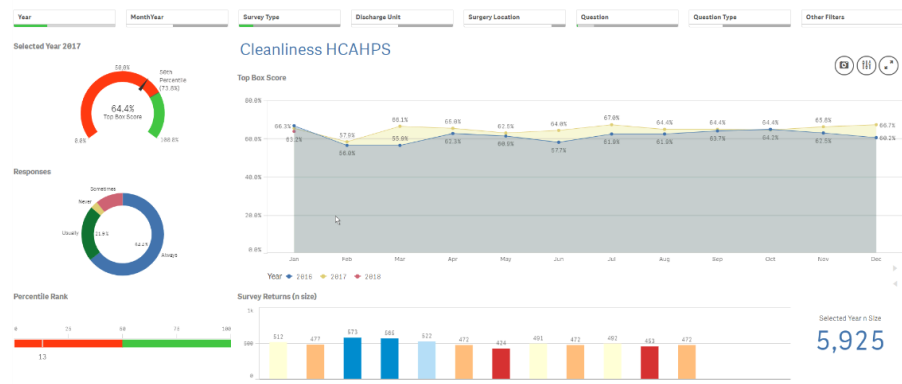
Examples We've Seen of Integration

Topic	Connection	Use Case	Outcomes
Reporting	EDW and Data Visualization	Integrate into Intranet	Increased visibility and engagement with patient voice

Overall Rating by Survey Type/Location



Question Trend



Examples We've Seen of Integration

Topic	Connection	Use Case	Outcomes
Analysis	EDW	<ul style="list-style-type: none">• Nurse to Patient Ratio• Occupancy Analysis• Shift Analysis• Seasonal Analysis• Wait Time Analysis• <i>Census Data – Segmentation Analysis</i>	<ul style="list-style-type: none">• Better resource management• Better coaching opportunities• Advanced opportunities for improvement

Examples We've Seen of Integration

Topic	Connection	Use Case	Outcomes
Marketing	CRM	<ul style="list-style-type: none">• Follow up with Tours• <i>Campaign lists</i>	<ul style="list-style-type: none">• Increased resident and patient acquisition

One Example We Haven't Seen Yet

Topic	Connection	Use Case	Outcomes
<i>Grievance Management</i>	<ul style="list-style-type: none"><i>RL6</i>	<ul style="list-style-type: none"><i>No active usage today</i>	<ul style="list-style-type: none"><i>N/A</i>

We Want to Hear From You

Topic	Connection	Use Case	Outcomes
<i>Feedback</i>
<i>Rounding</i>		<i>Impact on score if they did a round Help prioritize rounding – if they have a had a score.</i>	
<i>Social Media Comments</i>			
<i>Website (Owned web properties) Comments</i>			
<i>Clockwise or clockwise like application (wait time)</i>			

- Daily Scorecard
- Executive Dashboard

Department Scorecard

Scorecard report for July 1, 2018 - September 2018

☆ Net Promoter Score

64.5 ▲12%

n=12

⚠ Alerts

5

Alerts Opened

3

Alerts Closed

1,000

Outmigration Saves

🗉 Recent Feedback

- 9** I can't think of anything that could have been done better. I have always received excellent care from Dr. Smith and all of your staff.
August 14, 2018
- 2** I had to wait 35 minutes before being seen.
August 14, 2018
- 10** I have complete confidence in Dr. Banner. Professional, thorough, and very personable.
August 14, 2018

📊 Question Ratings

	Current Rank	Current Rating	Last Month
Explained Understandably	202	4.89	4.85
Listened Carefully	217	4.86	4.87
Gave Understandable Answers	126	4.92	4.88
Knew Medical History	418	4.74	4.59
Showed Respect	63	4.93	4.93
Spent Enough Time	317	4.83	4.73

What would your nurse, clinic, and department managers benefit from seeing daily or weekly?