NRC Health Product Update – March 28, 2019

We are pleased to announce several updates made to our NRC Health platform for Real-time Feedback on March 28. **Learn more** below about what's new, improved, or fixed by reading through each feature and clicking on the orange links for additional details. And, get a sneak-peek at what's coming up next.

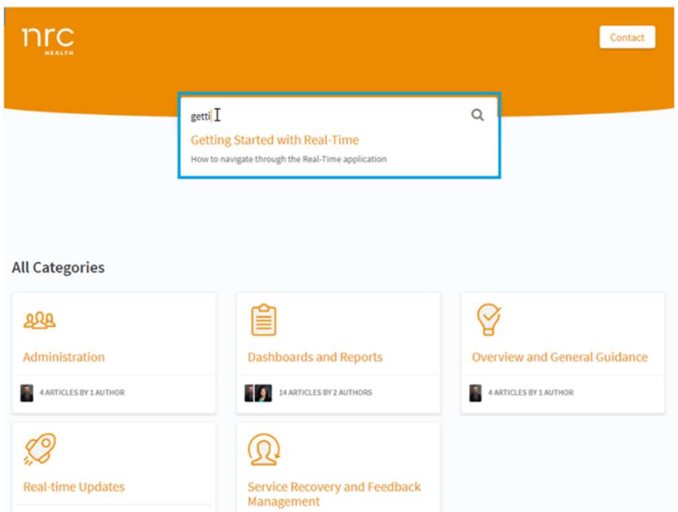
What's New.

➤ EASILY FIND HOW-TO DOCUMENTS AND FAQS IN THE NEW KNOWLEDGE BASE

Find answers to your Real-time portal and reporting questions quickly using our HelpDocs knowledge base.

How it Works

1. Log in to your **NRC Health account**.
2. Click on the **Resources** link in the upper right-hand corner of the screen.
3. Use the **search bar** or **categories** to find information about a particular report or feature.



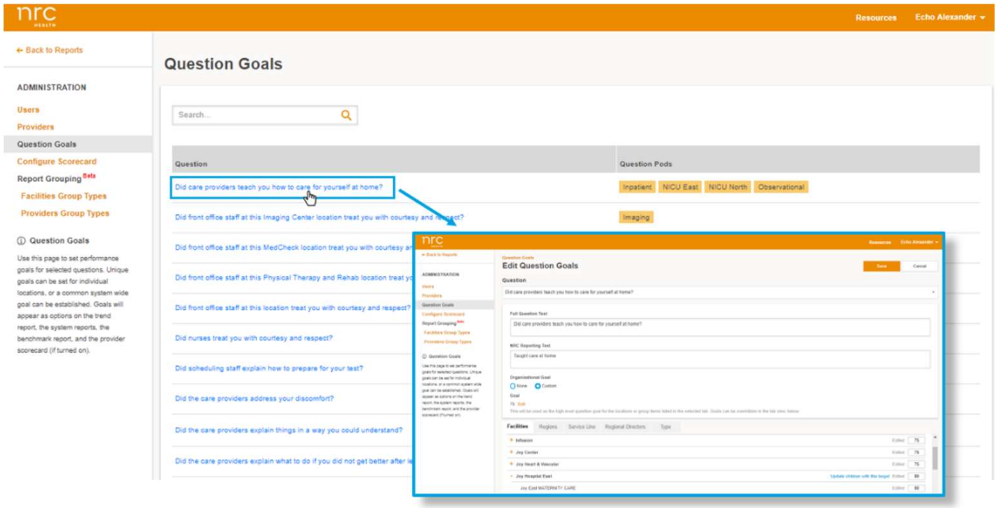
*You still have access to all of the NRC Health resources that used to be accessible via the **Resources** link. Simply click your username to pull up the username menu and then select the **Learn More About NRC Health** link.*

➤ CREATE UNIQUE QUESTION GOALS FOR GROUPS AND/OR LOCATIONS

Track improvement more precisely by setting individual, tailored, goals for any Group or Location available in the portal. Please note that you must have established Administrator permissions to add or update goals.

How it Works

1. Log in to your **NRC Health account,** navigate to **Administration.**
2. Click on **Question Goals.**
3. Search for "Question Goals" in the knowledge base for a step-by-step guide of how to set Question Goals and see the impact these goals will have on your reporting.

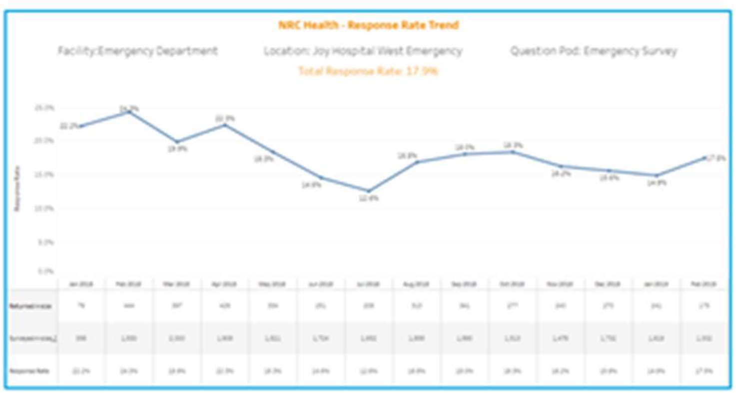


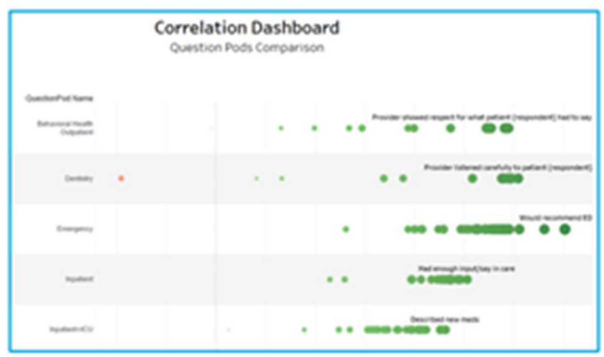
➤ TREND RESPONSE RATES AND FIND KEY DRIVERS WITH NEW ANALYST CORNER REPORTS

New to Analyst Corner are the Response Rate Trend report and Correlation Dashboard. These reports organize your data into easy to interpret charts that are aimed at helping you see patterns and performance indicators quickly. Please note that these reports will be available in the app by Monday, April 1, 2019.

How it Works

1. Log in to your **NRC Health account**, navigate to Analyst Corner**.**
2. Click on NRC-Response Rate Trend or NRC-Correlation Dashboard.
3. Use filter selections to drill down to the data you would like to see.



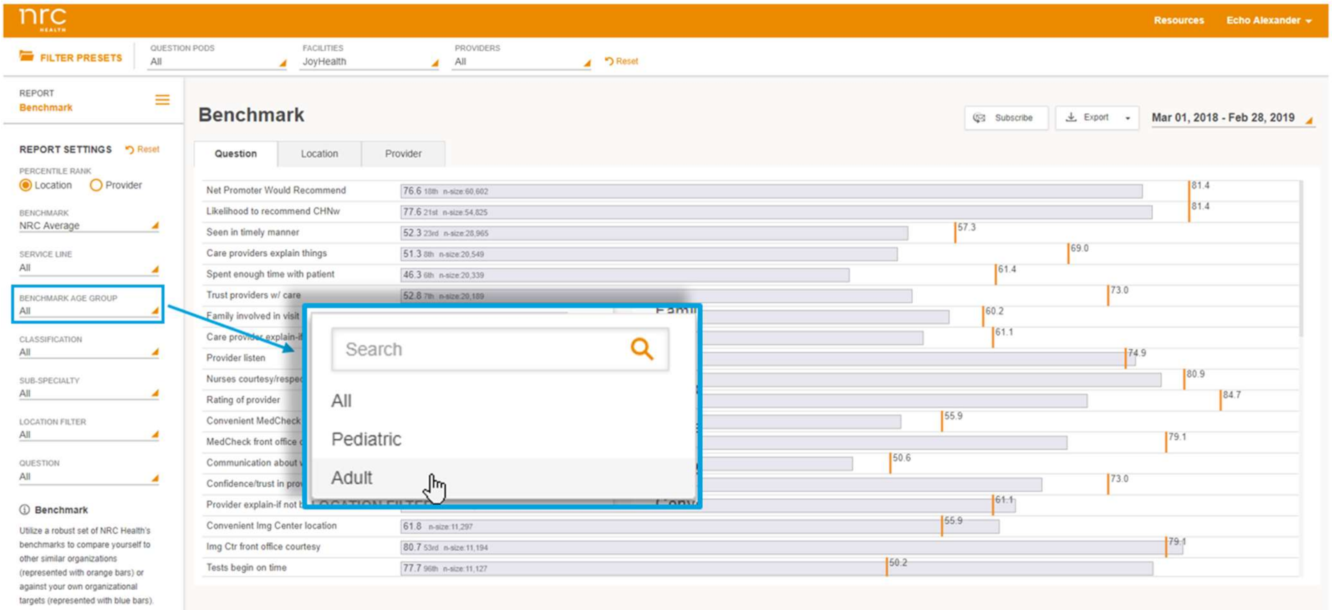


➤ SELECT ADULT OR PEDIATRIC BENCHMARK SEGMENTATION FOR SEVERAL REPORTS

Choose the age group you would like use to define benchmarks by on the System Dashboard, System Details, Department Summary, Trend, Benchmark, and Magnet reports.

How it Works

1. Log in to your **NRC Health account,** navigate to one of the reports listed above.
2. Click on the **BENCHMARK AGE GROUP** filter in the left-hand panel and select **Pediatric** or **Adult**.



This age band selection only impacts the responses that are included in benchmark calculation. Using this filter in reporting or Scorecard Configuration will not change how your scores are represented.

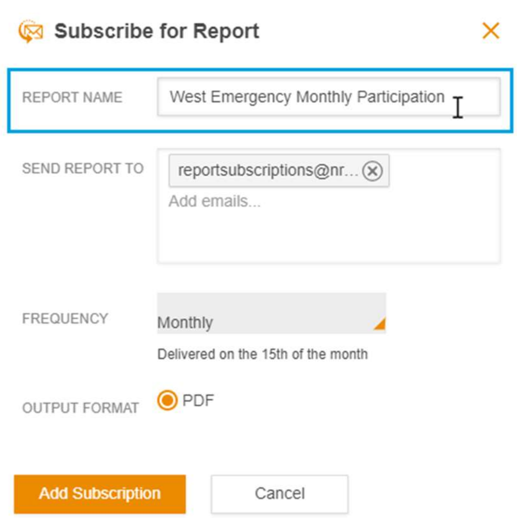
What's Improved.

➤ PERSONALIZE REPORT SUBSCRIPTION NAMES

Rename report subscriptions so you and your users can easily identify the data you receive. This will allow you to name the reports something meaningful to the recipient(s). In the example below, you can see that we have named the subscription "West Emergency Monthly Participation" to help those that receive the subscription understand the report. This Report name will be used for both the subscription file name and the report name in PDF exports.

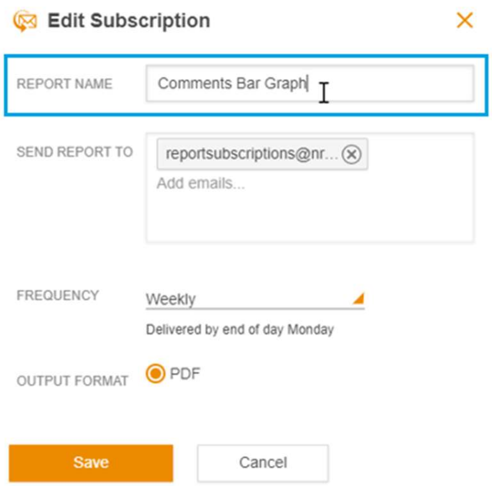
How it Works

1. Log in to your **NRC Health account**, navigate to a report that you want to subscribe to.
2. Set top level and left-hand filters then click on the **Subscribe** button.
3. Enter the **REPORT NAME**, along with other subscription details, and click the **Add Subscription** button to save and schedule.



OR

1. Log in to your **NRC Health account**, navigate to **Subscription Management**.
2. Click the **Edit** link associate with the subscription you would like to name.
3. Enter the **REPORT NAME** and click save.

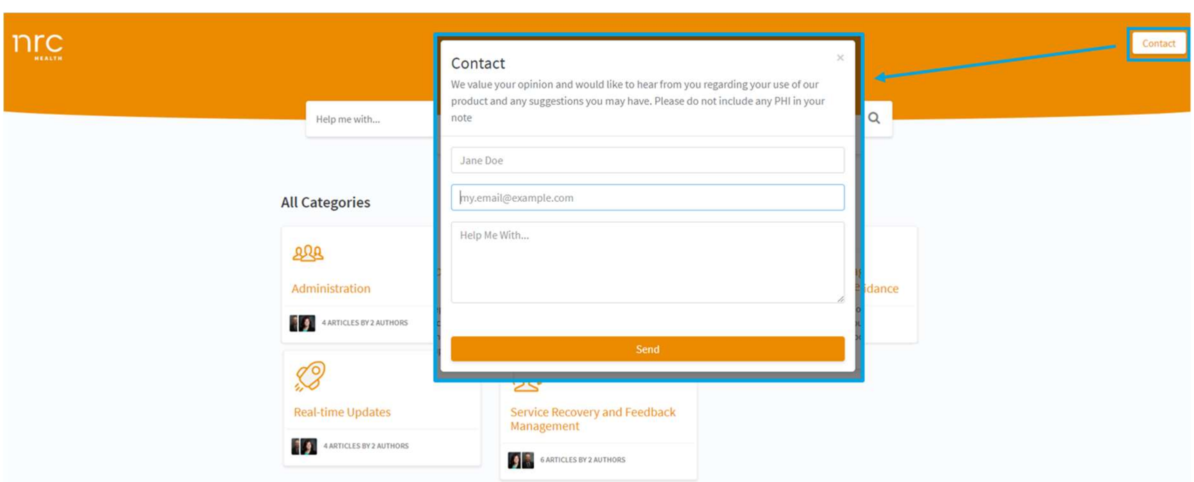


➤ QUICKLY SHARE IDEAS OR ASK FOR HELP DIRECTLY FROM THE KNOWLEDGE BASE

We greatly value the feedback we have received from all of you through the application and want you to continue sharing! To ensure that your recommendations and questions are responded to more efficiently we have removed the "Send Feedback" option and have added a Contact option to HelpDocs. This button will always be available at the top of the page in the knowledge base, so you can easily send over a message whenever a suggestion or request arises.

How it Works

1. Log in to your **NRC Health account**.
2. Click on the **Resources** link in the upper right-hand corner of the screen.
3. Use the **Contact Button** to send your opinions, suggestions, or questions about a report or feature to us.



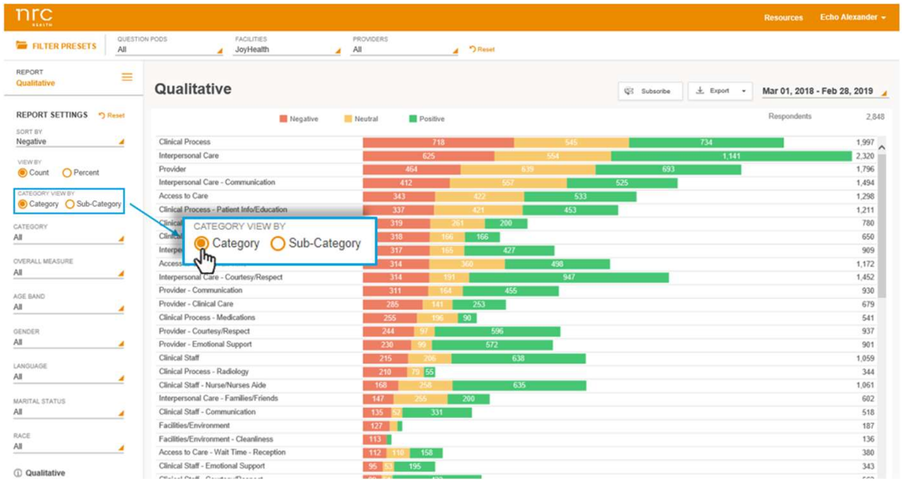
➤ SELECT THE COMMENT CATEGORIES YOU WANT TO SEE ON THE QUALITATIVE REPORT AND IN FEEDBACK MANAGEMENT

Choose to display higher-level themes or more specific categories when viewing your customer's comments in the portal.

How it Works

1. Log in to your **NRC Health account,** navigate to the **Qualitative Report** or **Feedback Management**.
2. Click on **Category** or **Sub-Category** under the **CATEGORY VIEW BY** heading.

3. Check out the Natural Language Processing (NLP) document, in the knowledge base, for more information on the difference between Categories and Sub-Categories.



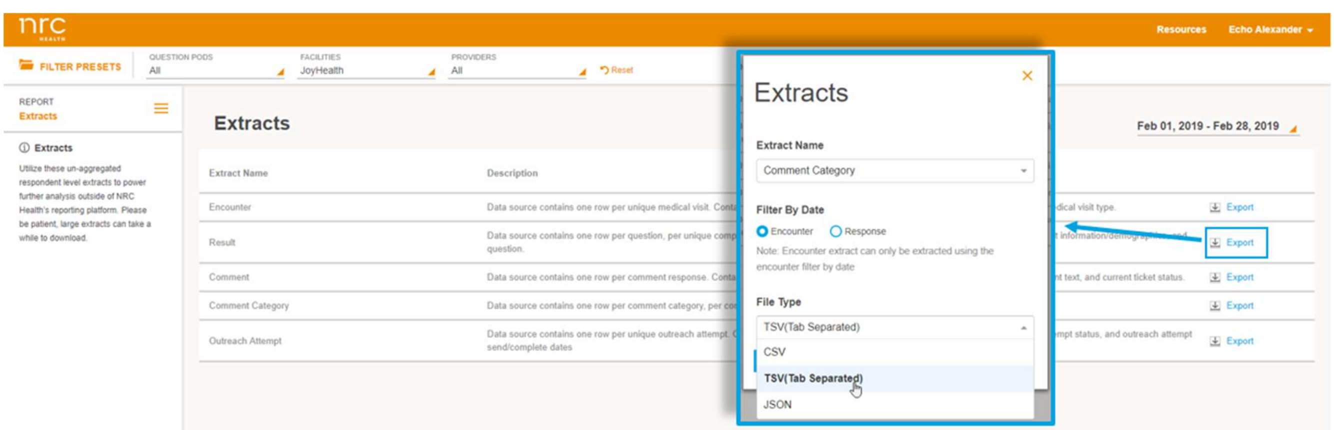
Existing Qualitative and Feedback Management subscriptions will include the higher-level Categories. If you would like to include Sub-Categories instead, you will need to delete the existing subscription and create a new one with Sub-Categories.

➤ EXPORT DETAILED RESPONDENT LEVEL DATA WITH ENHANCED ANALYST CORNER EXTRACTS

Use the new filter, layout, and formatting options available in the Analyst Corner Extracts section to export Encounter, Response, Comment Category, Comment, and Outreach information.

How it Works

1. Log in to your **NRC Health account,** navigate to **Analyst Corner**.
2. Click on **Extracts**.
3. Read the description for each extract to determine which would best meet your needs, then click on the **Export** button.
4. For a detailed explanation of the Extracts available in Analyst Corner, read the Analyst Corner Extracts document in the knowledge base.



What's Fixed.

➤ PROVIDER SCORECARDS ENDING TIME SEGMENT DISPLAYING ACCURATELY

Some Provider Scorecards previously displayed an ending time segment that did not align with the results included in the Scorecard. This has been corrected so that the end month or quarter on all Provider Scorecards will display the last completed time segment for the included data.

➤ CREATE USERS WITH AN APOSTROPHE IN THEIR NAME

You may now create user accounts for individuals that have an apostrophe in their name.

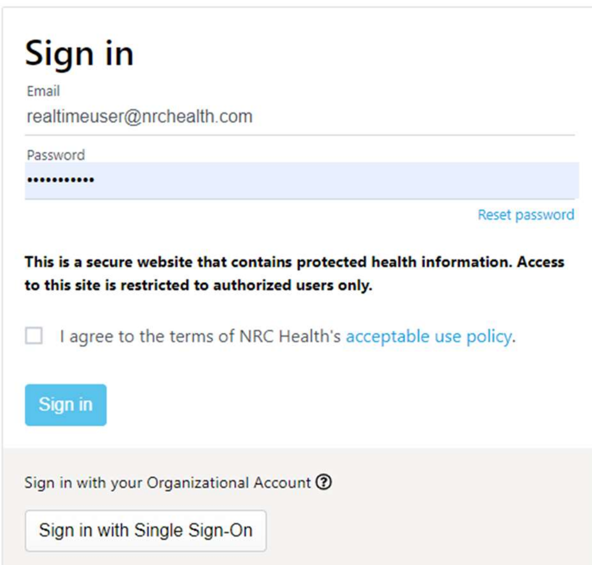
What's Coming Up.

➤ SET UP SINGLE SIGN-ON TO ACCESS THE REAL-TIME APPLICATION WITHOUT REMEMBERING ANOTHER SET OF CREDENTIALS

Reduce the number of usernames and passwords you need to remember by logging into Real-time using Single Sign-On (SSO).

How it Works

1. Navigate to https://experience.nationalresearch.com/.



- If you already have SSO set up with NRC Health, click on the **Sign in with Single Sign-On** button at the bottom of the page to log in.
- If you have not set up SSO with NRC Health, enter your Real-time credentials in the Email and Password fields to log in as you always have.

⚠ *Single Sign-On stability is currently being tested and is not yet available for all organizations. If you are interested in learning more about SSO, we suggest starting a conversation with your IT Security team first, to determine whether or not your organization is a good candidate for this type of access. Your Customer Success Manager will be able to help continue that conversation after reliability has been confirmed.*

➤ SET AND RECEIVE SUBSCRIPTIONS FOR ANALYST CORNER REPORTS

In April, the ability to subscribe to the standard library of Analyst Corner reports will be available. The added subscription capability will maximize the impact of your Analyst Corner views by allowing you to easily share them throughout your organization.

➤ COMPILING REPORTING FOR MAGNET WILL BE EASIER THAN EVER

Based off the feedback we gathered from our Beta Magnet report and review from the ANCC, our new Magnet report gives you all you need to submit patient experience scores for magnet designation.

➤ CREATE FAVORITE REPORTS AND SET AS YOUR HOME PAGE

Quickly access tailored reports by saving your most utilized reports and all filter selections to your list of Favorites. Then, create a custom log in landing page by setting one of your Favorite reports as your home page.

➤ TURN OFF REPORTS THAT ARE NOT RELEVANT TO YOUR HEALTH SYSTEM

Administrators can determine what reports are shown in the portal by turning off/on reports that are not applicable.

➤ ADD ADDITIONAL DETAILS TO AN ENCOUNTER BY RE-OPENING FEEDBACK MANAGEMENT ALERTS

If you need to update or add Service Recovery notes to an alert that is closed, simply re-open it to make changes.

➤ MOVE BETWEEN REAL-TIME REPORTS EASILY WITH ADDED DRILL THROUGH OPTIONS

Added report drill throughs allow you to rapidly move from one report view to another without resetting filters so you can dig into your data faster.