

Experience Intelligence

NRC Health empowers Nemours Children's Health System to better understand the patients and families you care for and design experiences that inspire loyalty. We have a **unique** ability to provide Nemours Children's Health System with something profound and urgently needed in healthcare today—human understanding.

Real-time Feedback

Real-time feedback powered by NRC Health takes you inside the patient and family experience faster than ever before. This immediate insight enables you to impact processes, inspire staff behavior change, and implement service recovery at the earliest possible stage – your best opportunity to influence lasting, positive perception.



EASY TO COMPLETE REAL TIME SURVEYS

Leverage survey technologies to contact customers within minutes to 48 hours after an encounter with the Nemours Children's Health System. Maximize participation by contacting your patient and family using the channel they prefer, via email, text, or call with minimum question set.



IMMEDIATE SERVICE RECOVERY

Receive service alerts based on question responses and/or open-ended comments. Prioritize and manage service alerts through prompt follow-up, tracking action taken to recover. Drive accountability when monitoring alert resolution and activity to close alerts.



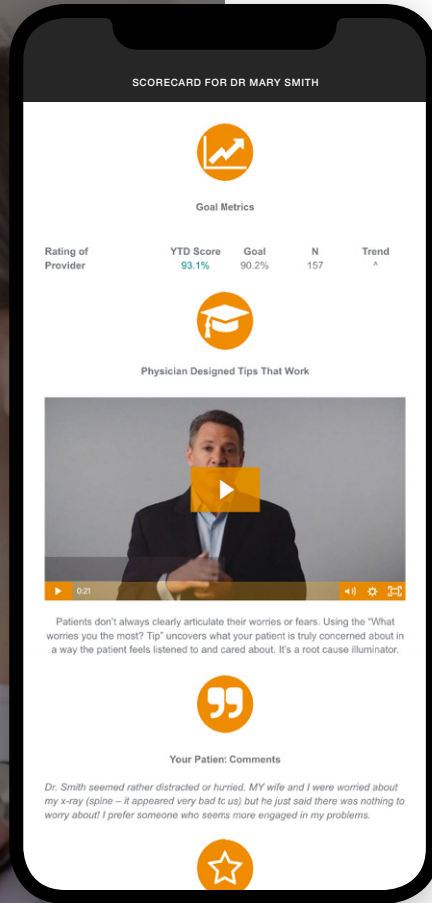
ROLE-BASED VIEWS

One-size doesn't fit all – executive, manager, clinician, analyst, frontline staff, and team member needs met with personalized data views. Pushed, automated, and subscribed reports allows for easy to access results, saving time.

EXPERIENCE INTELLIGENCE

Experience Scorecard

NRC Health makes it easy for providers, staff, and team members to thrive in a consumer-driven economy by providing holistic customer intelligence essential to designing and delivering care experiences that surprise, delight, and inspire loyalty.



Mobile Scorecards

Integrated Mobile Scorecards—including Px key metrics, trending, benchmarking, patient and family comments/stories, coaching videos and Transparency/Reputation star ratings. Automated scorecard delivery eliminates staff time to build, organize and distribute.

ACTIONABLE DATA

Easy to understand, actionable results, directing you to simple to understand areas of opportunity. Trusted results so that clinicians and team members can immediately create experiences that drive loyalty.

MOBILE SCORECARDS

Automated, easy to access monthly scorecard, pushed directly to staff, providers, and team members for an at-a-glance view of performance against goals and what matters most to patients and families.

SKILL-BUILDING

Integrated two-minute video tips focus on the provider, staff, and team member communication behaviors most important to patients and families.