

Not just the numbers: Enriched insights through Real-time Feedback

Read the full story at nrchealth.com/mu

11%

INCREASE IN COMMUNICATION SKILL RANKINGS IN FAMILY-PRACTICE UNIT

8.7%

INCREASE IN OVERALL RATINGS FOR AMBULATORY PROVIDERS

80%

OF AMBULATORY PROVIDERS SAW IMPROVEMENTS IN SCORES

SUMMARY

University of Missouri Health Care (MU Health), a five-hospital health system with 602 beds and more than 200,000 patients every year, used the NRC Health Real-time feedback solution with rich patient-experience data, to make a compelling case for change among clinicians. By using NRC Health's consumer intelligence, MU Health's experience team was able to design custom coaching programs that achieved dramatic service improvements.

"Our physicians reported frustration: 'We just get the numbers.' They wouldn't know what to do with the data. There was a feeling of hopelessness from too much information. By combining NRC Health's Real-time feedback with data from our own internal data warehouse, we were able to fix that."

—**Jeffrey Robbins**, CPXP, Coordinator of Patient Experience Improvement, MU Health

OPPORTUNITY

MU Health has a wealth of data about patient experience. When MU Health's experience team showed this data to clinicians, many reported feeling overwhelmed. Clinicians had trouble finding actionable information to improve their practice. In fact, what clinicians saw was a broad array of disparate facts; what they needed was a clear and comprehensible narrative. The human story behind the figures is what could guide MU Health's clinicians to stronger performance. The experience team was determined to discover it.

SOLUTION

NRC Health's Real-time feedback solution was instrumental in MU Health's efforts. The Real-time feedback solution smoothly integrated with MU Health's internal data warehouse and uncovered important new correlations that had previously gone unseen. Real-time feedback solicits **open-ended comments** from patients, giving them a rare opportunity to voice their authentic opinions to providers. It was within these comments that MU Health found meaningful opportunities for experience improvement.

RESULTS

The experience team decided to focus on MU Health's ambulatory-care and family-practice units with dramatic results within 12 months of deployment.

- 1. COMMUNICATION SKILLS INCREASED BY 11 PERCENTILE RANKINGS IN THE COMMUNICATION COMPOSITE FOR THE FAMILY PRACTICE (MU HEALTH'S INTERNALLY DESIGNED MEASURE OF CLINICIAN COMMUNICATION SKILLS)**
- 2. OVERALL RATINGS FOR AMBULATORY PROVIDERS INCREASED BY 8.7%**
- 3. 80% OF AMBULATORY PROVIDERS SAW IMPROVEMENTS IN EXPERIENCE SCORES**

LEARN MORE

For more on Experience solutions from NRC Health, call 800.388.4264 or visit nrchealth.com/demo.