

# Excellence Awards

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2020 Award Fact Sheet



# NRC Health

NRC Health has brought data-driven visibility to patient-centered care for more than 39 years. Real-time feedback from NRC Health takes you inside the care experience faster than ever before. Immediate insights enable you to impact processes, inspire staff behavior change, and implement service recovery at the earliest possible stage—your best opportunity to influence loyalty.

## NRC Health Excellence Awards

### **NRC Health Excellence Award Selection and Methodology**

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The NRC Health Excellence Awards focus on an integration of metrics and analytics that uncover insights for effective performance improvement, quality measurement and more.

#### **EXCELLENCE IN PATIENT EXPERIENCE—LARGE HEALTH SYSTEM**

One health system with five or more hospitals was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2019–March 31, 2020, out of 26 eligible facilities.

#### **EXCELLENCE IN PATIENT EXPERIENCE—SMALL HEALTH SYSTEM**

One health system with fewer than five hospitals was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2019–March 31, 2020, out of 34 eligible facilities.

#### **EXCELLENCE IN PATIENT EXPERIENCE—PEDIATRIC**

One children’s hospital was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2019–March 31, 2020, out of 23 eligible facilities.

#### **EXCELLENCE IN PATIENT EXPERIENCE—LARGE HOSPITAL**

One facility with 100 or more beds was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2019–March 31, 2020, out of 50 eligible facilities. This selection criteria excluded health systems and children’s hospitals.

#### **EXCELLENCE IN PATIENT EXPERIENCE—SMALL HOSPITAL**

One facility with fewer than 100 beds was selected based on its Real-time NPS score for the “Would Recommend Facility” question during the time period of April 1, 2019—March 31, 2020, out of 55 eligible facilities. This selection criteria excluded health systems and children’s hospitals.

#### **EXCELLENCE IN HEALTH SYSTEM LOYALTY**

One health system, located in the national market, was selected based on the highest system (aggregate) Loyalty Index Score. This health system had 150 or more Top of Mind Mentions and was an NRC Health Market Insights client during the time period of April 1, 2019—March 31, 2020, and was selected out of 372 eligible systems.

### EXCELLENCE IN TRANSPARENCY

Three organizations utilizing NRC Health’s Transparency solution were selected based on the number of published comments during the time period of April 1, 2019—March 30, 2020.

- Tier 1: 30,000 or more comments published—(95.21% Transparent); n-size: 12
- Tier 2: 10,000–29,999 comments published—(97.19% Transparent); n-size: 24
- Tier 3: 1,000–9,999 comments published—(99.01% Transparent); n-size: 58

### EXCELLENCE IN CARE TRANSITIONS

One organization utilizing NRC Health’s Care Transitions was selected based on its highest number of alerts closed—or highest percentage of alerts closed—during the time period of April 1, 2019—March 30, 2020, out of 61 eligible facilities.

### NEWCOMER OF THE YEAR

The Newcomer of the Year award is presented to a large hospital or health system that is a new NRC Health client. It must serve a diverse patient mix and have pledged to take a customer/human-centric approach to care. It should also be focused on producing innovative technologies and treatments to advance care with a high patient-NPS score.

### Excellence in Human Understanding

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The Excellence in Human Understanding award is presented to a nominated individual, department, or organization that has performed an exemplary act of Human Understanding or instituted a process that now exhibits Human Understanding where it did not exist before in the care experience. An award submission can be made by any peer, coworker, or NRC Health associate.

NRC Health defines Human Understanding as the complete comprehension of a customer’s preferences, needs, behaviors, and experiences—realized not as an episode, but as a relationship.



**NRC Health helps healthcare organizations  
better understand the people they care for and  
design experiences that inspire loyalty.**

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