

Care without compromise: A patient feedback story

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**INCREASED
THROUGHPUT
FOR CLINICS**

100%

**OF PATIENTS REACHED
WITHIN 48 HOURS OF
THEIR CARE EPISODES**

80.0

**AVERAGE
NPS SCORE**

SUMMARY

Leaders at Scottish Rite for Children, a pediatric orthopedic hospital in Dallas, Texas, wanted to reduce wait time to get an appointment for new patients. They did not, however, want to compromise on their organization's high standards for care. To accomplish this, Scottish Rite for Children leader's turned to NRC Health.

"We've been on Real-time for a few years now, and we absolutely love it. If we receive feedback immediately, that's very valuable when you're using it to make strategic changes."

—Lori Karol, MD, Chief Quality Officer,
Scottish Rite for Children

OPPORTUNITY

Full appointment books and high volumes meant new patients often had long wait times for timeslots to open. Some patients could be waiting up to several months which left some potential patients feeling frustrated.

Leaders at Scottish Rite for Children (SRC) wanted to treat more patients without compromising on care quality, or on the time that patients have with their providers. To accomplish this, SRC's leaders needed a way to assess their patient data, explore possible solutions, and take measured, strategic action. They found a way—through NRC Health's patient experience solution.

SOLUTION

NRC Health's patient-survey capability that reaches 100% of patients within 48 hours of their care episodes. The survey embraces a variety of modalities to meet patients where they are, delivering survey prompts over email, SMS, or interactive voice recognition (IVR) technology. NRC Health's rapid turnaround gives leaders immediate clarity on what their customers experience.

More importantly for SRC's purposes, NRC Health also prioritizes clarity in its reporting. Feedback data is continuously updated and rendered into dashboard reports, which give leaders up-to-the-minute visibility on the state of their organization. It's not just data—it's insight.

RESULTS

NRC Health allowed SRC's leaders to:

- Reach more patients, without the need for additional staffing
- Receive feedback in real time
- Maintain patient satisfaction with the care experience
- Design a pilot program to serve a niche population

LEARN MORE

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