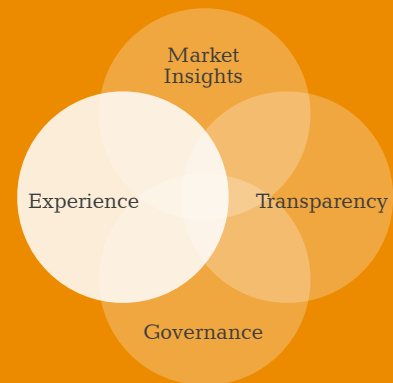


Engaging employees to inspire loyalty



Implement strategic programs to drive positive organizational change



NRC Health empowers healthcare organizations to better understand the people they serve, and in turn design care experiences that inspire loyalty and confidence.

When employees are engaged, your organization thrives

Regardless of the healthcare setting you work in, research consistently shows that when employees are engaged, patients, residents, and their families experience high satisfaction. When employees are valued, they are motivated to create experiences that inspire loyalty and trust.

NRC Health offers strategic workforce feedback tools that quickly and easily survey and assess your workforce. You'll be able to rapidly focus on improvement efforts that can increase quality of care, reduce staff turnover, facilitate culture change, improve organizational performance, and enhance the likelihood that your healthcare customers will recommend your services.

OUR SERVICE MODEL:



THE IMPACT OF PATIENT EXPERIENCE ON EMPLOYEES

Healthcare employees want to make a difference and provide high-quality care experiences for patients, residents, and their families. The factors that matter most to patients include:

- Preferences
- Emotional support
- Physical comfort
- Information and education
- Continuity and transition
- Coordination of care
- Access to care
- Family and friends
- Patient safety and quality

WHAT MATTERS MOST TO EMPLOYEES?

When you understand and value the role that your employees play at your organization, you're able to keep them engaged. Our research has shown that two factors are most important to employees, adding value that is more important than increasing compensation or benefit levels:

Quality of leadership

- Establishes a clear core mission and vision
- Delivers consistent and honest feedback
- Values and shows a personal interest in associates

Quality of workplace

- Alignment to organizational culture
- Ongoing performance evaluation and recognition program
- Strong connection to colleagues

PATIENT SAFETY AND QUALITY IMPROVEMENT

NRC Health also provides a platform to field all major AHRQ patient safety culture surveys. By fielding your survey via email or web outreach, you can create organization-wide and department-level reporting for all AHRQ questions and dimensions while comparing to AHRQ's benchmarking database scores.

NRC Health: Top five takeaways

01

Proven experience

For more than 40 years, we've helped healthcare organizations illuminate and improve the moments that matter most to residents, patients, families, physicians, nurses, and staff.

02

The whole picture

Our solutions portfolio gives you multi-dimensional insight into the people you serve.

03

Scale that matters

We survey over 310,000 healthcare consumers every year, in more than 300 markets across North America.

04

We stand for people

Empathy is embedded in our heritage and affiliation with the Picker Institute's pioneering work in patient-centered care.

05

How we think

We are united by purpose to improve the lives of others. We approach each partner's business as our own.

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