

The transformative impact of Real-time Feedback

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85.8

OVERALL NPS FOR DAYTON CHILDREN'S HOSPITAL



DATA CORRELATIONS ALLOWED FOR INITIATIVES TO BOOST OVERALL NPS



STRUCTURED COACHING PROGRAM

SUMMARY

Among its customers, Dayton Children's Hospital already had a firm reputation for excellent care. All the same, Dayton Children's leadership wanted to improve the consistency of its clinical encounters and coach its clinical staff in communication skills.

Dayton Children's leaders found all the data they needed through NRC Health's Real-time Feedback solution.

"We set our sights high. We know that a major driver of our patient experience is the quality of our communication, and we relied on NRC Health data to make sure our provider communication was excellent."

—**Jayne Gmeiner**, MS, RN, Vice President for Patient Care Services and CNO, Dayton Children's Hospital

OPPORTUNITY

Situated between Columbus and Cincinnati, Dayton Children's serves patients from 20 different counties in Ohio, making it a landmark destination for a large portion of the state. With such an outsized impact in the region, Dayton Children's has cultivated a winning reputation for outstanding care and excellent customer service. In keeping with the spirit of high reliability, leadership wanted to ensure that every encounter lived up to the organization's great reputation. Effecting such reliability would be a challenge for any organization—let alone one that sees more than 360,000 patients per year through its inpatient, emergency-department, and outpatient settings. To reach that goal, leadership would have to achieve total buy-in from every stakeholder involved. To make their case, they turned to NRC Health's Real-time Feedback solution.

SOLUTION

NRC Health's Real-time Feedback solution is an automated patient feedback solution that attempts to reach 100% of patients within 48–72 hours of their care episodes. Contacting customers via email or interactive voice recording (IVR) technology, Real-time reaches patients where they are, accelerating turnaround times and driving up response rates.

RESULTS

Real-time Feedback had already been a part of the workflow at Dayton Children's for some time. But in undergoing this new improvement initiative, they deployed Real-time's data in novel ways to bolster staff enthusiasm and make changes stick.

- Building team commitment
- Enforcing accountability
- Comprehensive coaching
- Cleanliness callout

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