



Improve overall patient experience
and prevent readmissions with
post-discharge calls

Effective outreach with ease

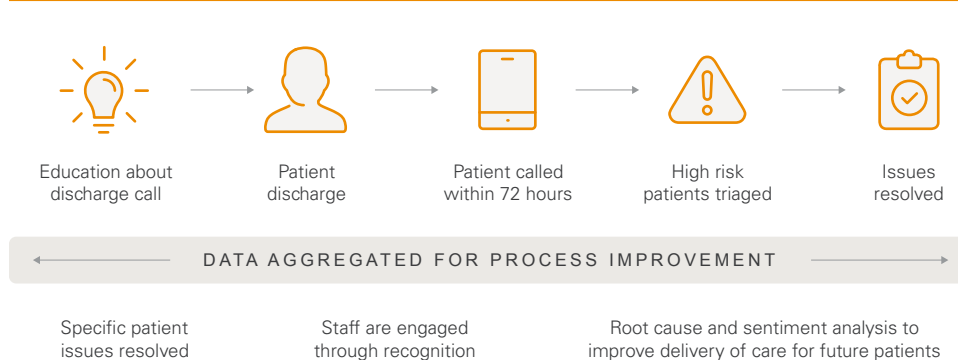
Care Transitions from NRC Health

The value of safer transitions

NRC Health’s Care Transitions solution transforms the post-discharge call into a catalyst for Human Understanding™. By seamlessly capturing feedback from each call and reporting important findings back to your organization, this solution provides an important asset for long-term planning, as well as for in-the-moment interventions.

Through needs-based communication the Care Transitions solution leverages thorough and comprehensive outreach to identify and manage high-risk patients to reduce readmissions, increase patient satisfaction, support safe transitions, and create Human Understanding.

How the Care Transitions solution works



Connections to drive improvement

 <p>IMMEDIATE VISIBILITY</p> <p>Receive real-time alerts to notify you of patients at risk for readmission</p>	 <p>SERVICE RECOVERY</p> <p>Showcase patient-level assessments and historical profiles to accelerate service recovery</p>	 <p>PROCESS IMPROVEMENT</p> <p>Gain the insights needed to effectively implement change and reduce future readmissions</p>	 <p>CALL-BURDEN REDUCTION</p> <p>Leverage technology that contacts 100% of patients in the critical 24–72 hours post-discharge</p>
---	---	--	--

Care Transitions: Top five takeaways

01 Streamline and standardize discharge call process

Easily create an automatic and standardized process to ensure impactful follow-up is occurring.

02 Minimize FTEs needed to contact 100% of patients

Leverage technology to condense the workload and connect your staff with the patients that are in most need assistance.

03 Perform rapid clinical or service recovery

A quick response is imperative to improving outcomes. The Care Transitions solution will provide immediate visibility to staff for patients seeking assistance.

04 Identify critical process failures for improvement

The data tells a convincing story. Utilize insightful reporting to actually improve care delivery.

05 Improve patient experience and outcomes

When scaled to 100% of discharges, immediate follow-up intervention after acute care experiences reduces readmissions and improves perceptions.