



APRIL 2022

# Customer Connections

---

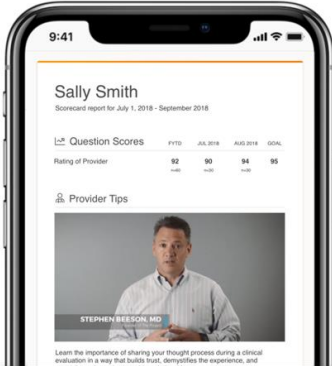
Utilizing Provider Scorecards

# Recording Roadmap

Key sections of the Connections Session are listed below with the associated time within the video recording found here: <https://player.vimeo.com/video/699499466>

- Provider Scorecard ..... 14:00
- Data Insights ..... 15:48
- Report Resources ..... 20:18
- Configuration ..... 22:17
- Things to Consider ..... 58:50
- Real-time Resources..... 1:01:00

# Provider Scorecard

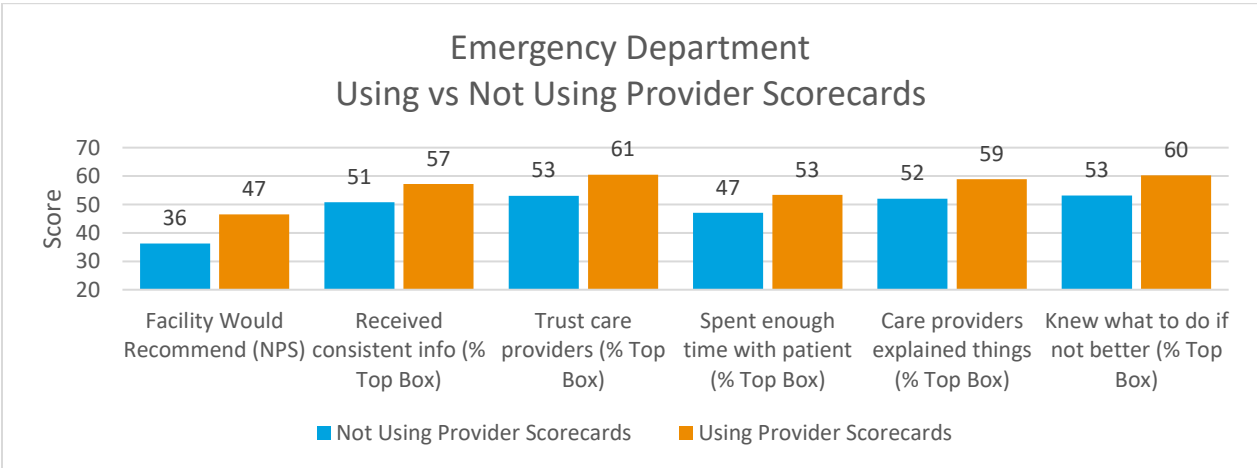
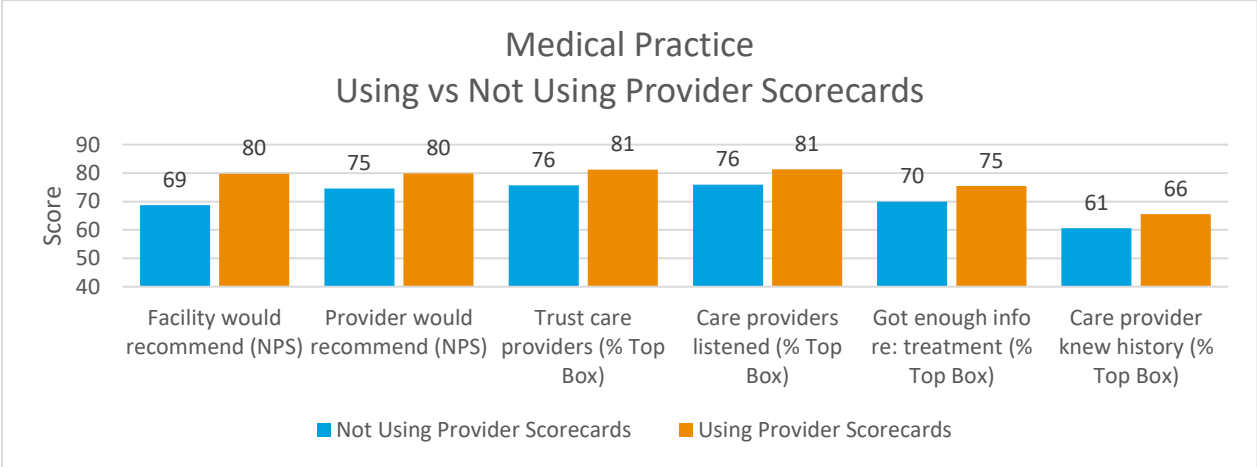


The **Provider Scorecard** shows a limited number of metrics providers have identified as most relevant to them. Each scorecard may include a key metric, a helpful skill-building video, and open-ended feedback provided by patients within the last month.

The **Provider Scorecard** is delivered once a month via email and does not require the recipients to log in or open any attachments. We've designed the scorecard to be mobile-friendly, easy to access and read on any device.

## Data Insights

NRC Health has found that organizations that utilize Provider Scorecards perform better on all standard questions, including NPS, than those that don't.



## Report Resources and Configuration

Real-time Resources include information on:

 Report explanation


 Configuration

 Improvement suggestions

 Video hub


## Things to Consider

 Phased approach

 Partner with physician leadership

 Consider communication and education needed

 Assess feasibility

 Frequency for action

## Real-time Resources

To access the links below you must be logged into Real-time

- [Provider Scorecards – the Easiest Way to Deliver the Voice of the Customer Directly to Providers](#)
- [How to Drive Improvement Through Provider Scorecard Configuration](#)
- [Scorecard Provider Communication Videos](#)