MARCH 2022

Customer Connections

Real-time Reporting for Improvement

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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/691094579

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Reporting Resources

Within Real-time Resources there are:

	Report explanations
	Analyst Corner explanations
	Improvement suggestions
	Video hub

Things to Consider

	Data is a guide
	Identify audience
	Consider context needed
	Assess feasibility
	Frequency for action

Reporting Standard Work

These standard reports help to build the foundation to ensure appropriate engagement by your staff and leaders; those who really own the work.

Report Name	Frequency	Subscription	Notes
Feedback Management	Daily	Yes	Share in daily huddles/meetings
Department Summary	Weekly	Yes	Select appropriate service line benchmark
Trend	*Weekly/Monthly	No *Yes	Pull Prior 12 months *Key Opportunities
Qualitative	Monthly	Yes	Last Month and Quarter
Benchmark	Monthly	Yes	Compare to appropriate service line benchmark
Question Correlation	Quarterly	No	Pull prior 12 months

DEPARTMENT SUMMARY

The Department Summary Dashboard is designed with the department level user in mind. This report provides a comprehensive overview of an area's performance across all metrics, alerting, and qualitative feedback

→ Target User/Persona: Department Level Manager

→ Personified Report Goal: "I want a summary of my scores, and comments, so that I know where to focus my improvement efforts."

QUESTION CORRELATION

The Question Correlation displays the correlation of your organization's questions and question pods to the key metric in several different visuals to assist in narrowing your organization's focus.

→ Target User/Persona: Analyst & Admin Main Contact

→ Personified Report Goal: "I want to know which questions correlate most strongly to my key metric so that I can narrow my focus to the one or two metrics that really matter."

BENCHMARK REPORT

The Benchmark Summary provides visibility to the robust benchmarks NRC Health has available for your organization's selected questions.

→ Target User/Persona: System Level Manager & Department Level Manager

→ Personified Report Goal: "I want to see all of my questions compared to a benchmark so that I can see which questions are falling short of my goals." Or "I want to see percentile rankings for any of my questions so that I can see which questions are falling short of my goals."

QUALATITIVE DASHBOARD

The Qualitative Dashboard provides a quick way to spot potential trouble areas and drill to a targeted category by serving as an at-a-glance summary of thousands of comments received from your patients.

→ Target User/Persona: System Level Manager & Department Level Manager

→ Personified Report Goal: "I want comment reports to be themed and visual so that I can quickly understand the theme's my 1000's of comments are suggesting."

FEEDBACK MANAGEMENT

Feedback Management is your centralized location to read all of your customer's open-ended comments and perform service recovery.

→ Target User/Persona: System Level Manager & Department Level Manager

→ Personified Report Goal: "I want to read all of the comments received for my area, so that I can share the positive feedback, and learn from the negative."

TREND REPORT

The Trend report allows users to easily trend the percent positive score, compare against a target, and have greater flexibility in selecting trend periods.

→ Target User/Persona: System Level Manager & Department Level Manager

→ Personified Report Goal: "I want to see how a question is trending week to week, month to month, so I can see if this is a fad or a trend."

SCORES BY DEMOGRAPHIC REPORT

View your scores broken down by Age Group, Gender, Language, or Race using the Scores by Demographics report. See score, n-size, and visual comparison to your selected benchmark for each question. You can also see a question chosen segmented by question pod, location, and demographic information.

→ Target User/Persona: Analyst & Admin Main Contact

→ Personified Report Goal: "I want to drill into the data to identify specific segments of individuals that we are not hitting the mark with."