Completing the NRC Health Point of Care Survey in the Real-Time Platform

- 1. Login to your NRC Health Real-Time reporting platform using your email and password.
- 2. Select the hamburger menu and navigate to the "Extracts" report under "Analyst Corner" reporting section.
- 3. Select the date range to change to "Last 30 Days". Right hand corner.
- 4. At the bottom of the Extracts list, select the your email. Note: Once selected you will receive a message stating, "You will be amailed a link to download a CSV. At pack times this may take up to 20 minutes."

"You will be emailed a link to download a CSV. At peak times this may take up to 30 minutes."

nrc			Resources Greg Humlicek 👻
	N PODS FACILITIES	PROVIDERS	
ANALYST CORNER	Extracts	Change Date Range to "Last 30 Days"	un 01, 2020 - Jun 30, 2020 🖌
HCAHPS	Extract Name	Description	
HCAHPS by Location Home Health CAHPS	Encounter	Data source contains one row per unique medical visit. Contains metadata such as medical visit MRN, medical visit dis medical visit type.	scharge date, and J Export
Hospice CAHPS * Benchmark Summary	Result	Data source contains one row per question, per unique completed survey. Contains metadata associated with provider patient information/demographics, and question.	r, medical visit,
* Control Chart * COVID-19 Analytics	Comment	Data source contains one row per comment response. Contains metadata associated with comment service alert statu comment text, and current ticket status.	us, qualitative
* Custom Composite	Comment Category	Data source contains one row per comment category, per comment. Contains comment category names and associate	ed sentiment. I Export
Location Percentiles Location Significance Outreach Attempt		Data source contains one row per unique outreach attempt. Contains metadata such as mode type, outreach attempt attempt status, and outreach attempt send/complete dates.	number, outreach
* NPS and % Pos Comparison * Priority Matrix	Point of Care Survey Links	Contains customer and survey information for open Point of Care Surveys that are available for distribution, if Point of enabled for your outreach schedules. Data will not be present if Point of Care Surveys are not implemented.	Care Surveys are
* Provider Percentiles * Provider Significance * Question Correlation		Export POC Survey Lin	ks to Email

- 5. You will receive an email from DoNotReply@NRCHealth.com with the subject, "Your Real-Time Export is Ready".
 - a. Click the "<u>here</u>" link to download your Excel CSV file of available Point of Care survey participants.
- 6. Once open, your Point of Care CSV file will contain a list of survey participants eligible to receive a Point of Care survey.
 - a. Header fields will indicate the resident's last name, first name, question pod to be completed, location name, facility name, unique web survey URL, and expiration date of the survey.
 - b. Point of Care Surveys are available for 14 -30 days upon creation. Check with your Account Manager for specific days surveys are valid for your organization.

1	A	В	С	D	E	F	G
1	person_lastname	person_firstname	questionpod_name	location_name	facility_name	web_survey_url	outreachattempt_expirationdate
2	Alley	Kirstie	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://connectsurvey.surveynrc.com/TEST-KIU	7/21/2020 0:00
3	Sander	Im	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
4	Marsha	eg	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
5	Wedge	ic	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
6	Johnso	siti	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
7	Whipp	an	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
8	Longwe	ff	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
9	Claycor	nd	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
10	Johnso	an	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
11	Kelly	un	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
12	Walsh	e	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
13	Becnel	lar	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
14	Scott	ich	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00
15	Schrute	vig	Assisted Living - Resident - Move In	Alpha Assisted Living	Alpha Corp.	https://www.surveynrc.com/abcdefghijklmnop	7/21/2020 0:00

7. To take the survey, click on the web survey link URL or copy/paste (column F) into device's web browser, such as a laptop, tablet, or smartphone.

- a. It is recommended to have the Point of Care CSV file on the device on which the survey will be completed. This will make it easier for participants to complete survey.
- b. Each Point of Care survey is unique and can only be completed once. Once the participant has completed their survey, their web link will become inactive.



8. Once the participant has completed their Point of Care Survey, their results will become available in your Real-Time reporting platform within 15 minutes.

If you have additional questions, please reach out to your dedicated Account Manager for further support.