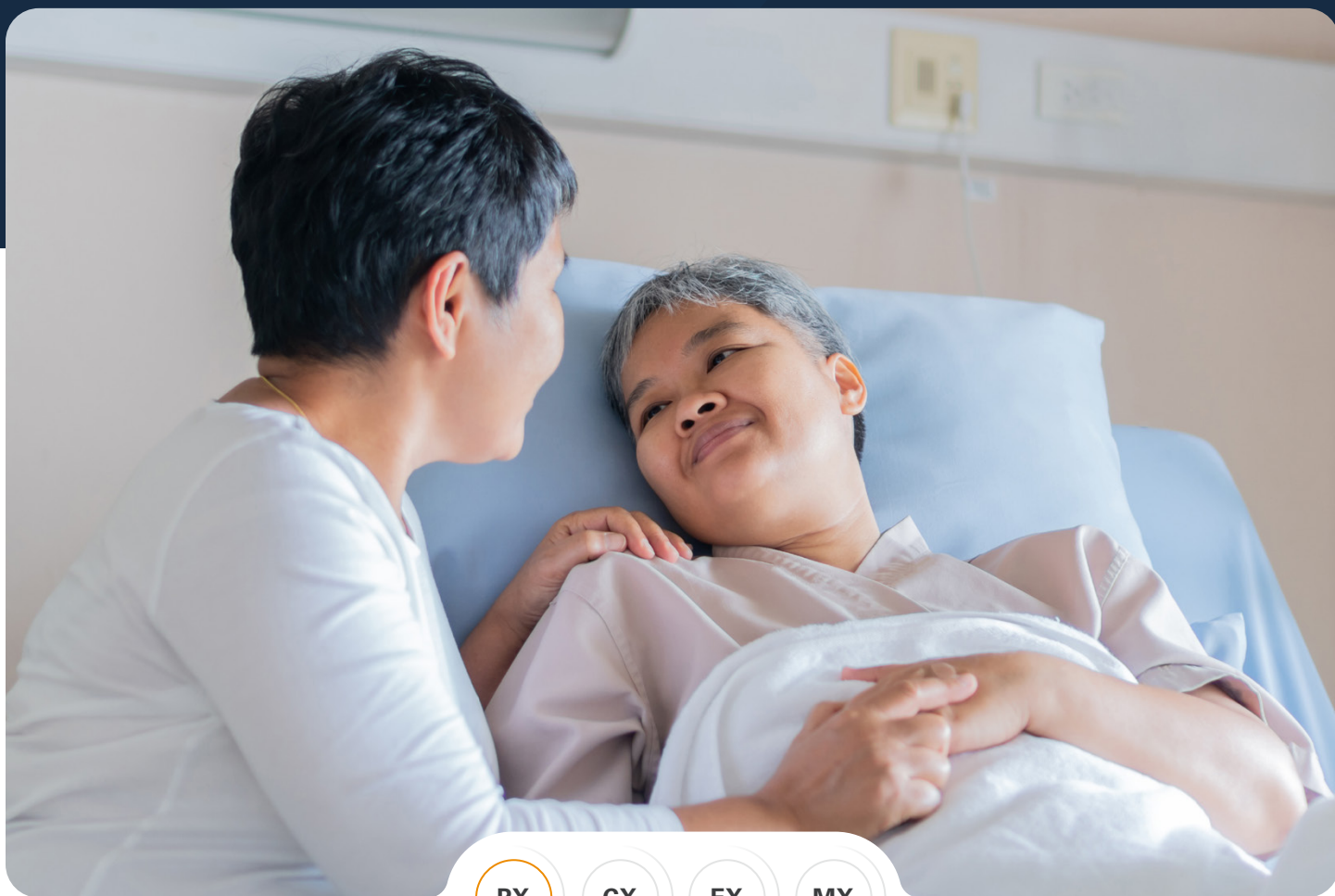


Patient Experience



THE MOST HUMAN WAY TO CONNECT WITH YOUR PATIENTS

The power to listen and act on what matters most



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

NRC Health gives healthcare organizations the technology and intelligence to create the most human healthcare experiences for patients, consumers, employees, and the markets they serve—to help eliminate friction, improve outcomes, and drive business results.

nrchealth.com

Patient Experience

THE *MOST HUMAN* WAY TO
CONNECT WITH YOUR PATIENTS

When we view patients as unique humans, we build trust and empathy, paving the way for more meaningful connections. Humanizing the healthcare experience fosters better communication, which leads to better outcomes. This vision of seeing people not just patients, drives us to innovate with purpose. We provide you with the tools to listen and act when it matters most, so you can deliver Human Understanding to every unique individual who walks through your doors. Actively create deeper human connections in the care environment that foster engagement, safety, quality outcomes, and patient loyalty.



Patient Experience Solutions



PERSONALIZE ENCOUNTERS

Care for the unique individual with deeper insights into their priorities and concerns.



MAXIMIZE ROI

Let patient experience drive loyalty, volume, quality outcomes, and value-based contract revenue, all of which contributes to your bottom line.



ENSURE SAFER OUTCOMES

Engage patients and families to encourage more active participation in their care, reduce care team stress, and achieve lower readmissions and better outcomes.



POWERED WITH AI SUPPORT

Healthcare-specific AI is embedded to support intelligence and next best actions in the moment. Huey provides deeper insights and actionable feedback while keeping your data safe, secure, and private.

PX Management Solutions:

LISTEN

- **nGage:** AI-powered, cross-journey conversational listening
- **CAHPS & realtime feedback:** Capture more voices and insights to drive higher scores
- **MyStory:** Patient-generated contextual data integrated in the EHR
- **Nobl/nVolve:** Intelligent and predictive rounding conversations
- **Transitions:** Support post-discharge transitions and manage high-risk situations

UNDERSTAND

- **nQuire:** AI-powered smart feedback using natural language prompts
- **MyView:** Summarize what matters most to each patient directly in the EHR
- **Explore:** DIY data analytics

IMPROVE

- **nAct:** Assisted service recovery that delivers outcomes layers with empathy
- **nLighten:** Personalized feedback summaries with actionable coaching
- **Nobl/nVolve:** Intelligent and predictive rounding conversations
- **Compliment Sharing:** Quickly and easily share positive patient feedback with care team members

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