

Rounding | Predictable Experience



CONNECT FOR THE *MOST HUMAN* HEALTHCARE ENGAGEMENT

Predict. Prioritize. Personalize.



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

Delivering exceptional care goes beyond clinical outcomes—it's about understanding and improving every moment of the patient journey. **NRC Health's Predictable Experience** solution turns real-time patient rounding data into actionable insights, using predictive analytics to identify patients at risk of a negative experience before issues escalate. By highlighting patient experience trends as they develop, care teams can intervene early, engage directly with patients who need attention, and take meaningful action. It's a smarter, more proactive approach to patient experience, powered by data and designed for human-centered care.

How Predictable Experience works



REAL-TIME DATA INTEGRATION

Predictable Experience pulls data directly from the rounding system, capturing key signals like concerns, praises, response quality, and rounding frequency to fuel its predictive algorithm.



THE NRC HEALTH EXPERIENCE SCORE (NES)

At the heart of the solution is the NES, a dynamic 10-point score that reflects the likelihood of a positive or negative patient experience, calculated in real time.



WEIGHTED, MULTI-FACTOR ALGORITHM

The NES is built from multiple contributing factors, each with defined weights and scoring logic, ensuring a comprehensive and accurate view of patient-satisfaction risk.

Predict. Prioritize. Personalize.

DELIVER BETTER PATIENT EXPERIENCES.

- Proactive patient engagement
- Improved rounding efficiency
- Higher satisfaction and loyalty
- Data-driven decision-making
- Easy to implement, easy to act

Turn rounding data into actionable patient insights



05.25.0.2 © NRC Health