CASE STUDY
EXECUTIVE SUMMARY

nrc HEALTH

Equity in Action: Nemours Children's Health Delivers on Its Patient Experience Promise

How a commitment to equity, data, and partnership drove measurable improvement

Nemours improved the safety of care

Language-based disparities were reduced year over year

The risk of ED return visits was cut in half

READ THE FULL STUDY

SUMMARY

Nemours Children's Health, a nationally recognized pediatric health system, embarked on a multi-year initiative to improve the patient and family experience—for all patients and families. In partnership with NRC Health, the organization used data to identify a key driver of avoidable healthcare use: a lack of clarity around post-visit instructions, as captured in the survey question, "**Did you know what to do if you had questions after your visit**?"

While the overall score for this item initially appeared average across the board, a deeper analysis revealed significant disparities among racial, ethnic, and language groups. By breaking down the data and acting on what they learned, leaders at Nemours designed and implemented a system-wide strategy focused on clear communication, equitable care delivery, and frontline engagement.

> "We didn't identify the problem until we examined the patterns across demographic groups. That's the power of partnering with NRC Health—seeing what's beneath the surface and acting on it."
>
> —**Dr. Peggy Greco**, Chief Patient Experience Officer at Nemours Children's Health

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