

# Our story

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HEALTH



## Enabling human understanding

NRC Health empowers healthcare organizations to better understand the people they care for and design care experiences that inspire loyalty.

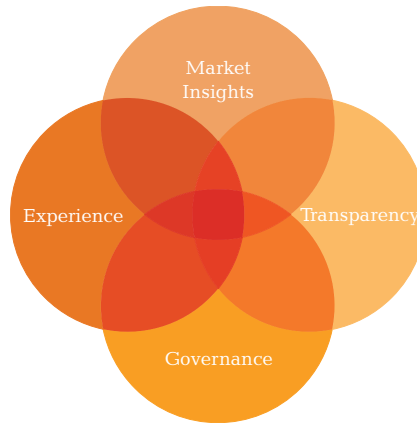
[nrchealth.com](https://nrchealth.com)

# Our story

NRC Health helps you see the whole picture

With the complexity associated with healthcare delivery today, seeing the whole picture is more important than ever.

NRC Health solutions are designed to help you understand the totality of how your organization is experienced by the people you serve.



#### Experience

Improve the experiences of patients, residents, physicians, nurses and staff through real-time feedback, multi-modal outreach, coaching, and improvement plans.



#### Market Insights

Hear the voices of people living their everyday lives across important dimensions such as community perception and preference, competitive analysis, and marketing feedback.



#### Transparency

Let your care speak for itself. Illuminate experiences, inspire trust, and inform better consumer decision-making by sharing verified patient feedback online.



#### Governance

Provide boards and organization leaders with insights to improve strategic efficiency and outcomes through research, trend analysis, and idea sharing with industry-leading boards.

NRC Health helps you understand the people you care for with greater clarity, immediacy, and depth.

#### Clarity

We help you move from information to insight. Illuminate the critical moments to improve.

#### Immediacy

We capture what people think and feel about your organization in real-time—and over time.

#### Depth

A patient's experience isn't one-dimensional. We shine light on the totality of their interaction with you.

#### NRC Health: Top five takeaways

### 01

#### Proven experience

For more than 35 years, we've helped healthcare organizations illuminate and improve the moments that matter to patients, families, physicians, nurses, and staff.

### 02

#### The whole picture

Our solutions portfolio gives you multi-dimensional insight into the people you serve.

### 03

#### Scale that matters

We survey over 310,000 healthcare consumers every year, in more than 300 markets across the country.

### 04

#### We stand for people

Empathy is embedded in our heritage and affiliation with the Picker Institute pioneering work patient-centered care.

### 05

#### How we think

We are united by purpose to improve the lives of others. We approach each partner's business as our own.