Understand a patient's experience with greater clarity, immediacy, and depth.
The value of now
Real-time feedback from NRC Health

Know right away whether or not a patient’s experience was a success—and why.

Real-time feedback from NRC Health takes you inside the patient experience faster than ever before. This immediate insight enables you to impact processes, inspire staff behavior change, and implement service recovery at the earliest possible stage—your best opportunity to influence lasting, positive perception.

Real-time connects with patients via email, SMS (text), or phone (IVR). And, Real-time integrates seamlessly with other NRC tools—including our CAHPS® solutions—giving you a complete picture that illuminates the totality of the patient’s experience.

Uncover what matters
Real-time feedback can be completely configured to your organization. We work with you to develop targeted questions to surface what matters most to the people you serve.

Natural language processing:
Analyze and respond to rich customer feedback

Real-time feedback Natural Language Processing (NLP) which enables healthcare organizations to quickly make sense of invaluable insights their customers are sharing and take proactive action.

Analyzing candid customer feedback
The algorithm and logic behind NRC Health’s NLP is specifically configured and constantly refined to analyze healthcare customer feedback via categorization and sentiment analysis by category.

Taking fast action to intervene
Category and sentiment analysis allow for rapid identification of service recovery opportunities and emerging trends to be prioritized for corrective action.

Real-time feedback:
Top five takeaways

01
The right time
Real-time captures patient feedback within moments of their experience via email, SMS (text), or phone (IVR).

02
The right questions
Real-time captures patient perspective through targeted, short-form questions that can change as your needs do.

03
The complete picture
You’ll receive executive and frontline staff reporting, analytics, and trends updated multiple times each day to reflect all newly collected feedback.

04
Empower staff with knowledge
Configure dashboards by user and push feedback to frontline staff for immediate behavior reinforcement.

05
Take action and improve
Automated email service alerts and workflows allow you to review and flag as action is taken.

© NRC Health

FOR MORE ON REAL-TIME FEEDBACK
Call 800.388.4264 or visit nrchealth.com.