Real-time Feedback

Understand if customer expectations were met
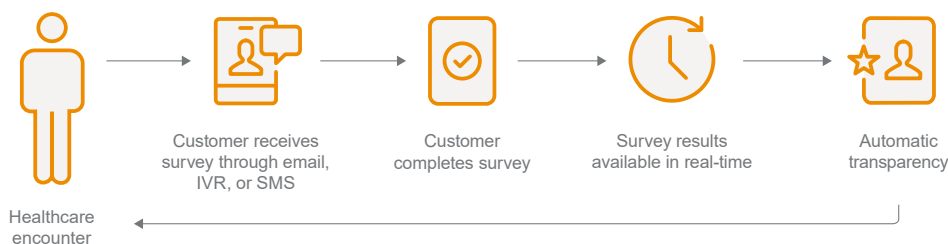
NRC Health empowers healthcare organizations to better understand the people they care for and design experiences that inspire loyalty.

The value of now
Real-time Feedback from NRC Health

Immediate insights create the best opportunity to influence loyalty

The NRC Health Real-time Feedback solution takes you inside the care experience faster than ever before. Immediate insights enable you to impact processes, inspire staff behavioral change, and implement service recovery at the earliest possible stage—your best opportunity to influence loyalty.

Real-time connects with customers via their preferred method of outreach, 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 customer's experience.

Healthcare encounter → Customer receives survey through email, IVR, or SMS → Customer completes survey → Survey results available in real-time → Automatic transparency

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

Discover the story behind every customer with a short, targeted set of questions.

02
The right questions

Gather feedback from customers in their preferred method via email, SMS (text), or phone (IVR).

03
The complete picture

Inspire loyalty by creating personalize care experiences based on insights gathered and actionable improvement capabilities.

04
Empower staff with knowledge

Bring joy back to caregiving, with immediate insights that inspire change.

05
Take action and improve

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

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nrc HEALTH Human understanding

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