

NRC Picker's Universal membership program provides hospitals and other healthcare organizations with comprehensive and affordable improvement solutions that address patients, employees, caregivers and physicians.

## Like you, NRC Picker understands that healthcare isn't a one-size-fits-all industry.

Our universal improvement solution, developed with you and the patient in mind, offers an affordable way to measure and improve the most important aspects of the patient experience. The Picker Universal program can be configured to meet your specific needs, allowing you to add surveys or products as you see fit. It combines patient, employee and physician experience programs to allow healthcare leaders the ability to work with one partner and focus on integrated solutions to improve scores. In addition to reducing overall measurement costs, this combined experience focus increases the ability to improve patient-centered care, and ultimately, enables higher CAHPS scores.



### The NRC Picker Universal membership program enhances your efforts to provide and improve patient-centered care:

#### Complete Experience Measurement

- Patient
- Employee
- Caregiver
- Physician

#### Complete Experience Improvement

- Includes question-level improvement recommendations for patient, employee and physician surveys
- Features an online improvement planning tool to create specific action plans with goal setting, workflow, activities, responsibilities and due dates

#### Catalyst Web-Based Reporting

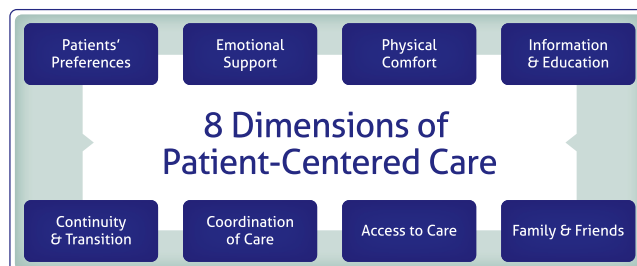
- Introduces a dashboard summary of experience scores, including patient, employee and physician
- Pushes red-yellow-green stoplight reporting directly to front-line staff
- Identifies key drivers of core measures (overall rating, would recommend)
- Provides prescriptive improvement plans to help caregivers improve

#### NRC Picker Member Benefits

- Allows participation in regional networking events and interactive educational webinars
- Supplies updates to CAHPS initiatives via quarterly Community Calls
- Provides access to the annual NRC Picker Symposium and monthly FOCUS eNewsletter
- Offers linkage to NRC Picker's network of healthcare professionals and industry best-practices
- NRC Picker members achieve 55% higher improvement rates on their publicly reported CAHPS scores than other healthcare facilities

#### CAHPS Compliance

- Uses behavioral-based questions
- Guarantees compliance to CMS
- HCAHPS, CG CAHPS, HH CAHPS, etc.



PickerUniversal      Picker+Patient      Picker+Employee  
 Picker+Physician

### Patient-Centered Methodology

|                                    |   |   |   |
|------------------------------------|---|---|---|
| Patient – Mail, Phone, IVR and Web | ■ | ■ |   |
| Employee – Web                     | ■ |   | ■ |
| Physician – Web                    | ■ |   | ■ |

### Patient-Centered Patient Experience Measurement

|  |   |   |  |
|--|---|---|--|
| CAHPS Surveys  | ■ | ■ |  |
| Unit Level - IP, OP, ED, etc.  | ■ | ■ |  |
| NICU/Pediatric   | ■ | ■ |  |
| Clinical Group   | ■ | ■ |  |
| Home Health/Hospice  | ■ | ■ |  |
| Critical Access  | ■ | ■ |  |
| Additional Surveys such as Behavioral Health Testing, Clinical Studies, etc. | ■ | ■ |  |

### Patient-Centered Employee Engagement Measurement

|                      |   |   |   |
|----------------------|---|---|---|
| Employee Engagement  | ■ |   | ■ |
| Caregiver Assessment | ■ | ■ | ■ |

### Patient-Centered Physician Engagement Measurement

|                      |   |  |   |
|----------------------|---|--|---|
| Physician Engagement | ■ |  | ■ |
|----------------------|---|--|---|

### Patient-Centered Tools & Solutions

|                                   |   |   |   |
|-----------------------------------|---|---|---|
| Experience & Dimension Dashboards | ■ |   |   |
| Improvement Content               | ■ | ■ | ■ |
| Improvement Planner with Workflow | ■ | ■ | ■ |
| Custom Questions with Comments    | ■ | ■ | ■ |
| Service Alerts                    | ■ | ■ | ■ |
| NRC Picker Interactive Website    | ■ | ■ | ■ |
| Online Improvement Portal - Cata  | ■ | ■ | ■ |

### Patient-Centered Networking

|   |   |   |   |
|---|---|---|---|
| Annual Symposium  | ■ | ■ | ■ |
| Two Free Passes to Annual Symposium                         | ■ |   |   |
| Local Networking Seminars                                   | ■ | ■ | ■ |
| Topical Networking Calls                                    | ■ | ■ | ■ |
| Networking Capability with Other Members + Industry Leaders | ■ | ■ | ■ |
| Webinars  | ■ | ■ | ■ |

### Patient-Centered Service

|                                       |   |   |   |
|---------------------------------------|---|---|---|
| Account Management Team               | ■ | ■ | ■ |
| Annual Account Review                 | ■ | ■ | ■ |
| CAHPS Compliance                      | ■ | ■ |   |
| CAHPS Data Submission                 | ■ | ■ |   |
| HIPPA Compliance                      | ■ | ■ | ■ |
| Path to Patient-Centered Care Program | ■ | ■ | ■ |

### Patient-Centered Information & Research

|                                  |   |   |   |
|----------------------------------|---|---|---|
| Monthly FOCUS Newsletter         | ■ | ■ | ■ |
| Monthly CAHPS Community Webinars | ■ | ■ | ■ |
| Educational Webinars             | ■ | ■ | ■ |
| Case Studies, White Papers, etc. | ■ | ■ | ■ |