

PATIENT SATISFACTION VENDOR CHANGE

What's changing?

- Effective Jan. 1, patient satisfaction surveys will be managed by NRC Health for all seven Houston Methodist hospitals
- Employee and physician engagement surveys will remain with Press Ganey, along with Houston Methodist Primary Care Group and Houston Methodist Specialty Physician Group

Who is NRC Health?

- For more than 35 years, NRC Health has been dedicated to providing complete measurement and improvement solutions that focus on the most important aspects of patient- and family-centered care experiences



Why are we changing?

- An easier and more robust reporting system to detect trends, track improvement efforts and streamline action planning
- Enhance our goal setting methodology to become more aligned with industry standards
- Behavior-based questions that will help us understand the key behaviors that are important to our patients and families
- In today's consumer driven health care economy, NRC Health will allow us to capture real-time, actionable patient feedback via email, along with mail

Why is this important to you?

- Easy data retrieval and reporting tools will provide us with the ability to review comments and respond more timely to service issues
- Improved best practices sharing across our organization

What do I need to do today?

- Be on the lookout for additional information on the NRC Health transition and training
- For questions, contact Velma Escamilla at vescamilla@houstonmethodist.org or **281.274.0191**

