

# **HHA** *Heartland Health Alliance*

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TO: Heartland Health Alliance CEOs and Nursing/Quality Leaders

FROM: Margaret Woepfel  
Rural Division Quality Officer

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We are excited to announce an innovative partnership with National Research Corporation (NRC). As we have been working to renew our corporate partnership, NRC and the HHA sought to develop a relationship that will support our hospitals in achieving excellent patient care and resulting in top patient satisfaction scores.

Our new corporate partnership agreement includes:

- Consistent HHA Account Manager
- Representation at HHA task force meetings
- HHA benchmarking
- A 10% discount on patient satisfaction survey agreements

Attached is an information sheet for your use, if you are interested in taking advantage of this program for your facility. If you have any questions, please contact me at [Margaret.woepfel@bryanhealth.org](mailto:Margaret.woepfel@bryanhealth.org).

### CORPORATE PARTNER WORKSHEET

NRC is truly passionate about partnering and supporting organizations here in Nebraska.

#### Consistent Account Manager

- NRC is happy to provide you with one consistent account manager across Heartland Health Alliance member organizations.

#### Robust Reporting Tool

- Heartland Health Alliance will have access to our extremely robust reporting tool. Pre-populated key drivers show areas where your focus can be most impactful; Verified best practices are linked directly to each question and focus area; Improvement planner links with accountability features are within one click of each given question and focus area, as well.

#### Customized Benchmark

- With a centralized partnership, NRC would provide a Heartland Health Alliance benchmark. This customized benchmark will make roll-up reporting easily viewable from an overall Alliance standpoint, as well as provide drill down capabilities into each Heartland Health Alliance member location.

#### Innovative Partnership

- NRC is continually rounding with our current partners, gathering feedback, and innovating around current needs and ever-changing market demands. We continue to develop new applications and our real-time feedback solution further.
- Research Bureau – As healthcare focuses more and more on the feedback of individuals, NRC clients are utilizing this panel building tool to segment patients, drive loyalty, prevent outmigration, and encourage 2-way communication between member organizations and their patients.

#### Bundled Solutions and Pricing

- Using one centralized partner impacts more than your overall improvement efforts. NRC is able to offer a cost savings of at least 10% to those organizations who choose to partner with us, as well as access to a real-time feedback tool in the clinic settings.

Product	Description	Price
HCAHPS Only	Measurement of only HCAHPS	Mail: \$6,321.10 Telephone: \$8334.90
Low Volume HCAHPS Only	Low volume denotes units that have less than 1,000 annual patient volumes	Mail: \$3,909.47 Telephone: \$4,267.20
HCAHPS Plus	Measurement of HCAHPS and ED	Mail: \$12,631.82 Telephone: \$16,669.80
Low Volume HCAHPS Plus	Low volume denotes units that have less than 1,000 annual patient volumes	Mail: \$7,981.16 Telephone: \$12,602.10
Patient Experience	Inpatient measurement, ED, and up to 600 outpatient service line targets. This program is valid only for organizations under 25 beds.	\$19,274.00
Outpatient Service Lines	Measurement of one outpatient service line	Mail: \$4,209 Telephone: \$8,751.65
Real Time- Medical Groups	Multi-mode, real-time feedback tool, which reaches out to 100% of the patient panel. May be utilized only in the clinic setting.	• \$10,000 minimum contact value • \$530 per provider annually