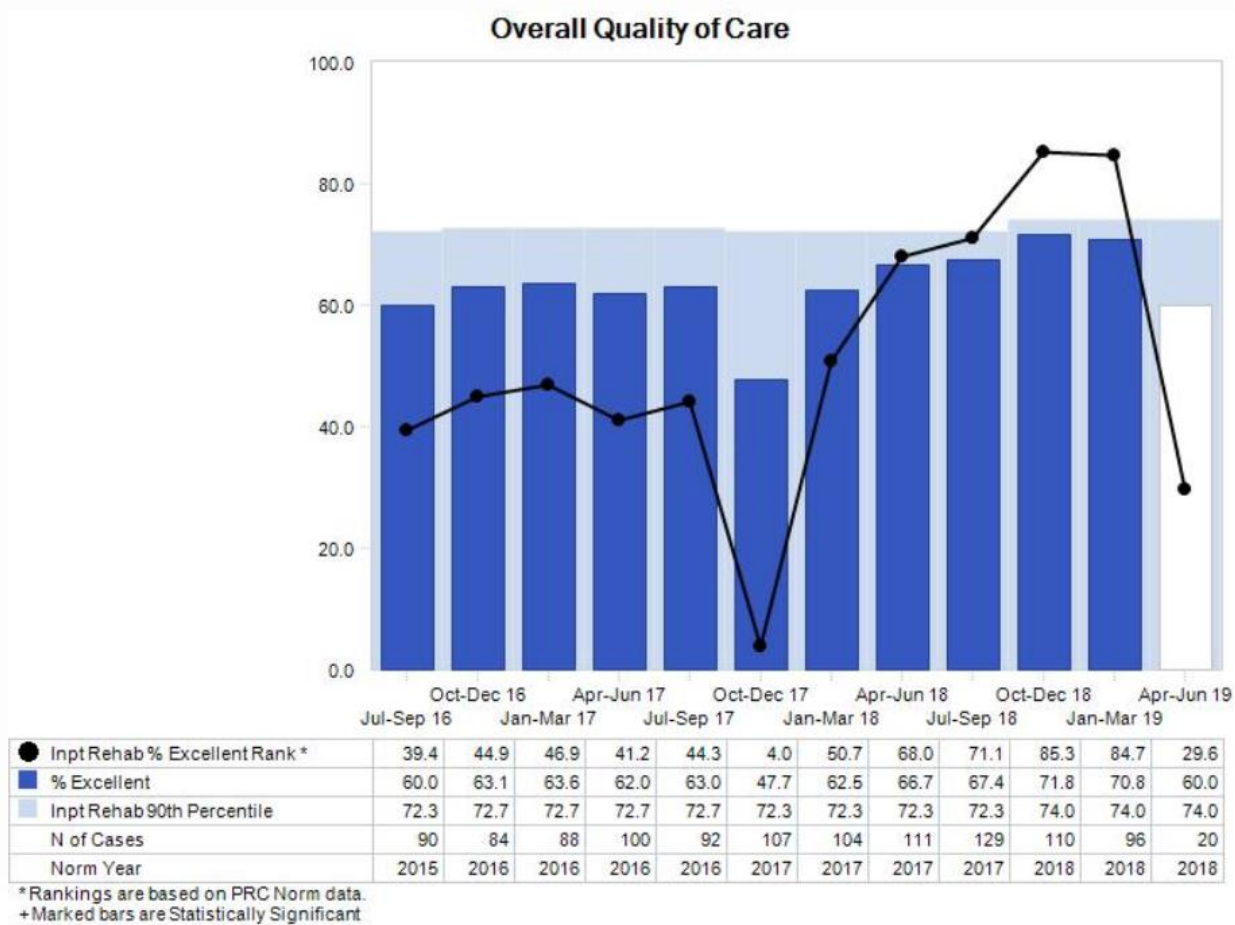


Why is the bar white?

Real-time data is a great benefit of working with PRC and utilizing the telephone methodology. EasyView® enables you to see the most current data available alongside historical data so you can see progress over time. When you are viewing your data here, though, you may notice that some time periods have a blue bar and some have a white bar indicating your scores. Here is an example of what this might look like for you:



This color distinction is to help you quickly see which time periods of data collection are still in progress and which have been officially “closed.”

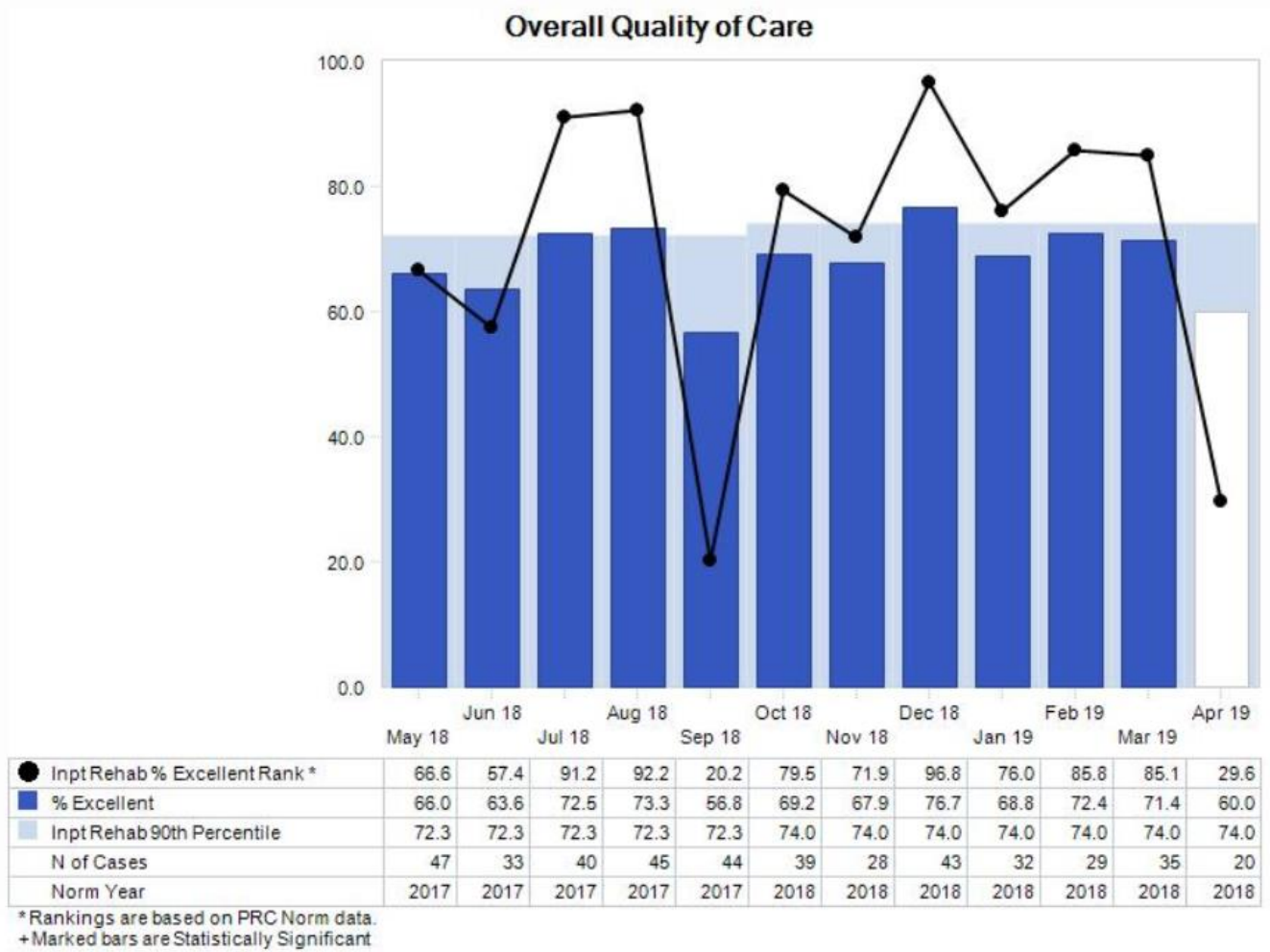
Blue bars represent time periods where the data is final; interviewing has closed for those time periods.

White bars represent time periods where data is subject to change; there are still interviews being conducted or reports being prepared.



The process of closing a time period takes a few weeks while PRC runs various statistical analyses and prepares quarterly reports. Generally speaking, surveys will close around the third week of the month following the quarter. For example, the January to March quarter would close around the third week of April.

Time periods close on a quarterly basis. When viewing the data at a monthly or weekly level, all bars in a quarter will be white until the quarter is closed, like in this example:



Some surveys, like the HCAHPS survey, have very strict interviewing protocols which can impact the closing date for a quarter. According to HCAHPS protocols, if PRC calls a patient a week after the experience and hears that the patient would like to complete the survey, but is heading out of the country for five weeks, PRC has to hold that survey open. It is not uncommon for the closing of quarters in HCAHPS studies to be delayed by a month or more.



You will not see changes in the data represented by blue bars, because those time periods have officially closed. You may, however, see changes in the data represented by white bars. A white bar may represent a quarter where the interviewing is complete and reports are being processed, meaning that the actual data shown on a graph in the above example would likely not change. A white bar could, however, represent a time period at the beginning with only six completed surveys. In this type of situation, your data will likely change as more information is collected and interviews are completed.

We encourage you to use EasyView to access your most current data. With real-time data, you can celebrate wins and find opportunities for improvement in a more timely fashion; and you can share your data while it is still relevant.

