**Senior Living Real Time Key Reports**

**Standard Reports:**

Below are the key reports to focus on for review of your data. Reports in this section have the following functionalities:

* Setup as Favorites and customize report name
* Subscription
* Export
* Preset Calendar Dates

**Real Time Analysis:** Key Metric Score and scores for all question pods selected. Providing insight to track high level trends and begin to narrow my focus on underperforming areas.

Recommendation: Set up as subscription based on last 30 days and any additional calendar time frame monitoring.

**System Dashboard:** Easily compare performance across organization.

* Recommendation: Benchmark within your senior living industry. Change “Service Line”.
* Subscription: Optional

**Department Summary:** Key Metric score (NPS), Alerts, Qualitative Summary, Question Summary

* Recommendations:
  + Benchmark within your senior living industry. Change “Service Line”.
  + Set up as subscription based on last 30.

**Feedback Management:** Open/closed alerts, # of alerts over a period, and feedback left w/scores.

* + Recommendations: Create subscriptions to pull positive comments for last 7 days (default) or time frame preferred. The following criteria will need to be setup:
    - Respondents: set to All Customers
    - Alert Status: set to All
    - Response: set to 10 and 9s

**Share Compliments:** Share customer positive comments and those that scored the highest positive metrics on all questions.

* Recommendation: Send regularly to staff and departments to increase morale.

**Participation:** Gain at-a-glance understanding of your response rate and distinguish performance by outreach mode and age groups. Rate, medium of response return, % of responses, age breakdown w/ medium used

* Recommendations:
  + Set up as subscription based on last 30 days and any additional calendar time frame monitoring.

**Analyst Corner:**

**COVID-19 Analytics:** Gain insight to where customers are mentioning COVID, Pandemic words key words to be able to follow-up as needed or praise Team members for great work.

**Priority Matrix: View options as chart (Priority Matrix) or Table.**

* Recommendation: View as Table. Areas in red with correlation coefficient closest to “1” and with an n-size at least 30 is the area(s) to focus on for improvement.

**Question Code Sheet:** Lists full questions listed on survey and condensed question for reports as well as by question pod.

* Recommendation: Print out or save to desktop/network drive for reference on question listed on survey.

**Wrong Contact Information:**  Lists incorrect phone or email. Allowing clients to update their system for future outreach to be successful.

* Recommendation: Check monthly for any incorrect email or phone numbers and update your EMR.

**Employee Engagement:** Access to all employee engagement reports including: Employee Engagement (NPS), Question Summary, Response Rate, Comment Summary and Comment Categories.

**Response Rate:** Visibilityto total surveys sent out by question for each location including response rate.

* Recommendation: Review monthly to verify outcounts and response rates.