NRC Health Presents

Taking Your Data and CreatingAction

Teresa Costello Customer Success Manger April 2021



Agenda

- Review of Data
- Begin with the end in mind
- Root Cause Analysis
- S.M.A.R.T. goals
- Putting action into the goal



"What gets measured, gets improved."

—Peter Drucker

INC



2021 Resident Results



Resident NPS

Overall State: Survey Type: Year: TN Resident 2021

Detractor

22%

Passive

24%

32%

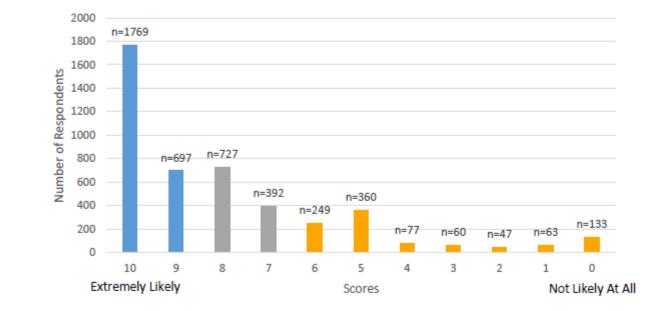
NPS

Promoter

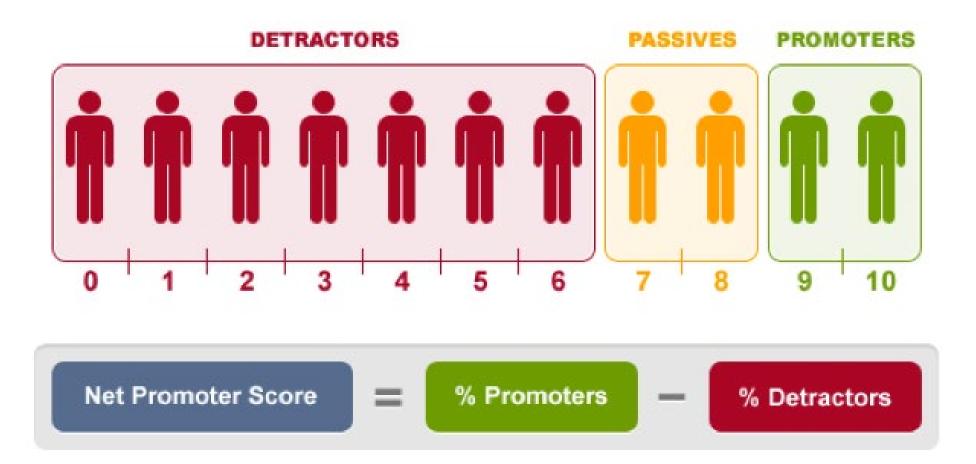
54%

How likely would you be to recommend this facility to your family and friends?

National Benchmark NPS: 29



Net Promotor Score (NPS)

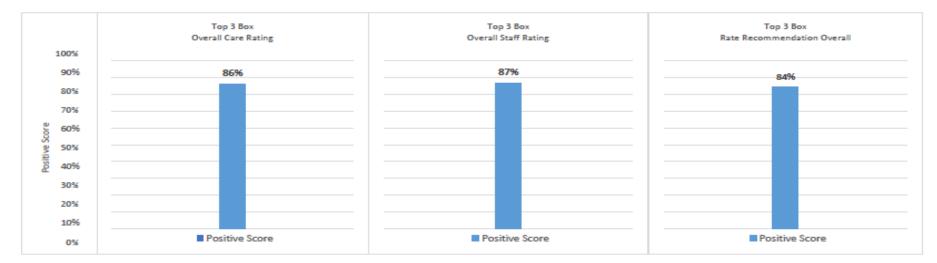




Resident Results - CoreQ

Overall State: Survey Type: Year: TN Resident

2021



Question	Responses				
Question	Excellent	Very Good	Good	Average	Poor
Overall Care Rating	35%	30%	21%	11%	3%
Overall Staff Rating	34%	32%	20%	11%	3%
Rate Recommendation Overall	34%	32%	19%	12%	4%

Resident - Questions

Question	Yes Definitely Yes Mostly	Yes Somewhat	No	
Do you feel safe and secure here?	65%	24%	s% 3%	
Overall, do staff show genuine respect and treat you with dignity?	54%	31%	11% 4%	
Do you trust the staff?	52%	31%	13% 4%	
Overall do you and your family have enough input or say in your care?	51%	32%	12% 6%	
Are staff aware of your personal health needs?	49%	34%	12% 4%	
Does staff really care about you?	48%	34%	15% 3%	
Do activities, services and programs support your health and wellbeing?	48%	34%	13% 6%	
Overall, are activities meaningful and enjoyable?	47%	33%	14% 6%	
Do staff seem well trained and competent?	47%	34%	14% 4%	
Are you kept informed about services and care?	44%	34%	14% 8%	
Overall, are you satisfied with the way your personal choices are met?	44%	37%	14% 5%	
Does staff know your personal choices, routines and preferences?	43%	36%	14% 6%	
Does staff listen to you?	42%	36%	16% 6%	
Are your concerns addressed in a timely manner?	39%	37%	17% 7%	
Is the dining experience enjoyable?	32%	31% 22%	15%	

Resident Priorities

Primary Strengths

- → Staff Cares about you
- → You trust the staff
- Staff seems well trained and competent

Primary Opportunities

- → Choices/preferences
- → Staff listens to me
- Concerns responded to timely



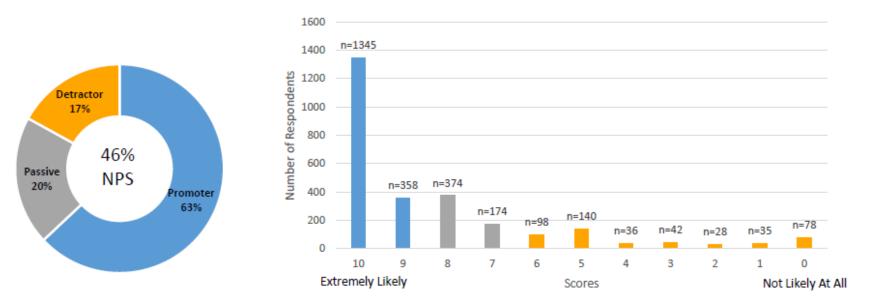
2021 Family Results



2021 Family NPS

National Benchmark NPS: 31

How likely would you be to recommend this facility to your family and friends?



Family - CoreQ

Overall State:	TN
Survey Type:	Family
Year:	2021



Question	Responses				
Question	Excellent	Very Good	Good	Average	Poor
Overall Care Rating	46%	27%	13%	10%	4%
Overall Staff Rating	44%	30%	13%	10%	3%
Rate Recommendation Overall	42%	31%	13%	9%	4%

2021 Family Questions

Question	Yes Definitely Yes Mostly	Yes Somewhat	No
Are you treated with courtesy and respect?	71%		20% 7% 2%
Are you kept informed about your loved one's services and care?	61%	22%	11% 6%
Does your loved one feel safe and secure here?	58%	27%	11% <mark>3%</mark>
Are staff aware of your loved one's personal health needs?	58%	29%	11% 3%
Does staff really care about your loved one?	57%	30%	11% <mark>2%</mark>
Does staff listen to you?	56%	28%	12% <mark>4%</mark>
Do you trust the staff?	56%	28%	12% 5%
Do staff seem well trained and competent?	54%	31%	11% 4%
Are your concerns addressed in a timely manner?	53%	29%	11% 7%
Does staff know your loved one's personal choices, routines and preferences?	51%	34%	12% 4%
Do activities, services and programs support your loved one's health and wellbeing?	50%	29%	14% 7%
Is the dining experience enjoyable?	40%	32%	17% 12%

Family Priorities

Primary Strengths

Primary Opportunities

- > Staff really cares
- → Staff listens
- > Staff trustworthy

- Staff seem well trained and competent
- Concerns responded to timely
- Does staff know choices/preferences



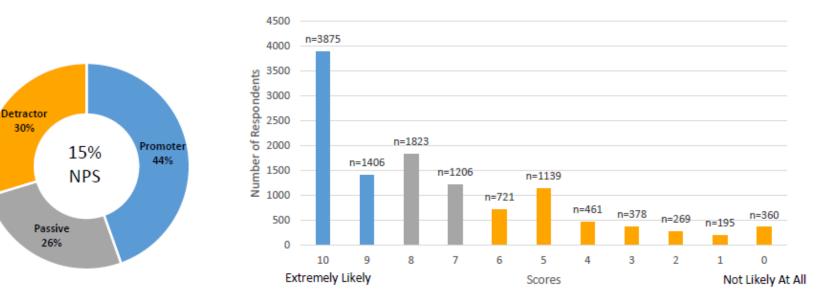
2021 Staff Results



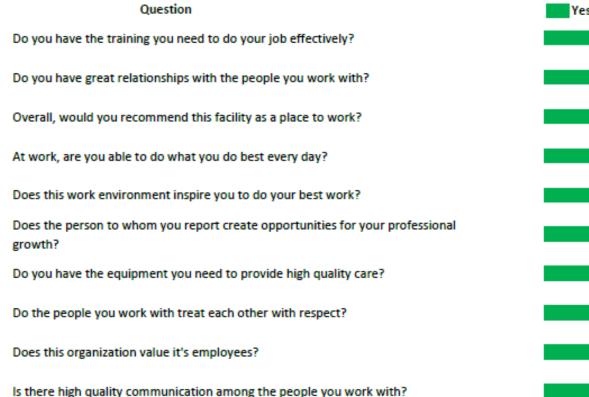
2021 Staff NPS

National Benchmark: 21.2

Where 0 is the least likely and 10 is the most likely, how likely are you to recommend this organization as a place to work?



2021 Staff Questions



Yes Definitely	Yes Mostly	Yes	s Somewhat		No		
50%	50% 32%		32%	14%		<mark>6 4%</mark>	
48%			34%		14%	3%	
40%		30%		21%		9%	
39%		36%		1	7%	7%	
39%		35%		19	%	7%	
38%		29%		19%	14	4%	
35%		34%		21%		10%	
34%		35%		21%		9%	
30%	27%		24%		19%		
27%	31%		23%		19%	,	

Staff Priorities

Strengths

Opportunities

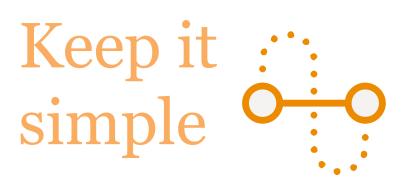
- Organization inspires you to do your best work
- Organization values employees



We Measured...Now what! How do I improve



Root Cause Analysis



What's the problem?

- Collect as much data and input as possible
- Ask 5 why's to find the root <u>causes</u>
- From causes find right solutions
- ✓ Set S.M.A.R.T. goals

Remember!



The end result is to reduce or eliminate the source of the primary problem, or root cause. This means that your RCA must remain a dynamic process vs a static one. In other words, don't get so tied up in the problem, that you accidentally by pass factors which caused the problem.

Step 1: What's the Problem

Each Community is unique..

- Look at your individual data
- Take your top 1 or 2 key drivers
- Don't loose focus by only looking at low scoring numbers.

Trends:

Resident:

- Choices/preferences
- Staff listens
- 3. Concerns responded to timely

Family:

- 1. Staff seems well trained and competent
- 2. Concerns responded to timely
- 3. Choices/preferences Associates:
- 1. Organization values employees

Step 2: Collect as much data and input as possible

This is not a stand-alone exercise:

- Assemble a team small 5-7 people
 - Doesn't have to be leadership.
 - Everyone's opinion matters
- Share data
- Get Feedback have a discussion



Step 3: Ask 5 why's

Example: Management is slow to respond to family concerns

- → Why?
 - Management doesn't know there is a concern until a day or two later.
- → Why?
 - Most concerns are told to charge nurses or aides on the floor after management is gone.

→ Why?

- That is when most families visit.
- Why isn't concern told to management?
 - Most concerns once passed along are regarding residents needing help or questions regarding new medications, so management took it back to nursing to respond.
- Why didn't nurse handle issue to start when family had concern?
 - Family had voiced the concern and at times appeared angry so nursing said they would pass it on to management as a way to make family feel better.



Step 4: Find the right solution

→ There will be multiple solutions..



Step 5: Set Smart Goals

- To make sure your goals are clear and attainable, each one should be:
 - Specific
 - Measurable
 - Achievable
 - Relevant
 - Time bound





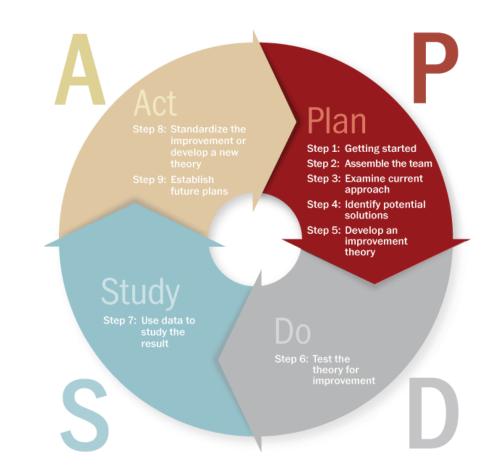
Let's make thing happen!





Plan

- •Take your solutions and review your smart goals.
- Choose one to implement
 - Don't choose the hardest one, have small victories
 - Start small, only one shift or one hall





DO

- Start process
 - Keep it small and simple
 - Only start once you have over communicated what you plan to do.
 - Keep it aligned with a smart goal short timeline





Study

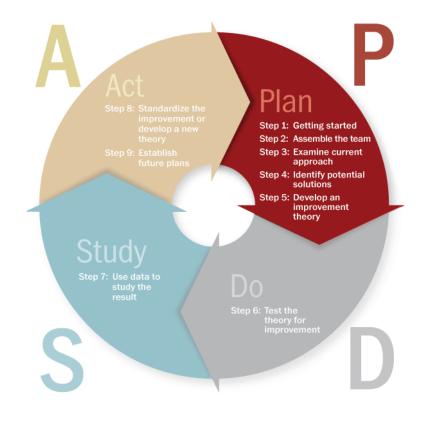
- Review your data metric from your S.M.A.R.T. goal
 - Focus groups are data too, doesn't have to be formal





Testing and Implementation

- Test on small scale
- Use short timeframes
- Test until you have confidence in new process use the circle!
- Goal is system wide change
- Over communication is the key to sustainability!

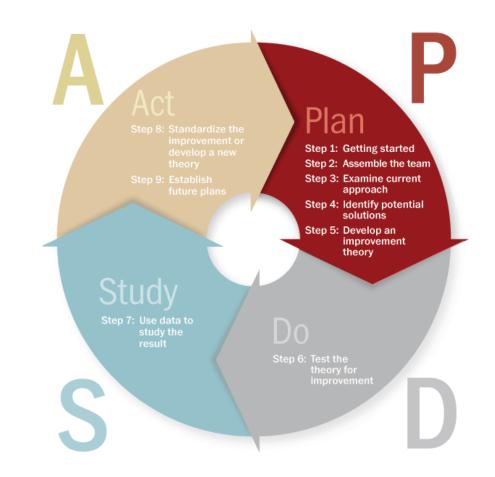






Act

- Tweak the things that didn't work, Set next steps
- Expand the things that did work
- •Communicate!





Key to success in driving improvement COMMUNICATION Productivity Strategy People Teamwork \bowtie Idea • Facts . Plan + o



Questions?

Teresa Costello Customer Success Manager <u>tmcostello@nrchealth.com</u>

