

Personalized Questions

The PQs Dashboard shows currently fielding and historically fielded custom questions. Use the PQs Dashboard to trend and track those questions custom to your brand.

HOW TO NAVIGATE THE DASHBOARD

Selecting your Brand

Your organization has the opportunity to determine how you want to represent your **brand**. You may want to show your entire health system (aggregate level), individual facilities, and/or additional groupings. When viewing the brand dashboard, you can toggle between these different brands.

BRAND
Brand A

MARKET
State of California

Search

Brand A
Brand B
Brand C
Brand D
Brand E
Brand F
Brand G
Brand H

Trend

Responses within the survey period Quarter Q3 2018:
error range: $\pm 1.3\%$
How likely would you be to recommend ~Top of Mir

Promoters ● Neutrals ● Detractors

Brand A 22.0

Choose an available **Brand** to see a summary of what is happening for this area of your organization.

Additional brands can be added upon request.

Selecting your Market

Upon selecting your brand, your organization has the opportunity to determine the market in which you want to see your brand represented. The amount of markets you may have listed are unlimited, but they are based upon state, county codes and/or zip codes.

The screenshot shows a dashboard interface. On the left, there are navigation menus for 'BRAND' (Brand A), 'REPORT' (NPS), 'REPORT SETTINGS', 'COMPETITORS' (All), 'METRICS' (All), and 'TOP OF MIND MENTION' (First Top-of-Mind Mention). The main area shows a 'MARKET' dropdown menu with 'State of California' selected. Below the dropdown, a table displays competitor data:

Competitor	Value
Competitor 1	11.2
Competitor 2	17.7

A callout box with a blue border contains the text: "Choose an available **Market** to choose the market you wish to see your brand represented."

Additional markets can be added upon request.

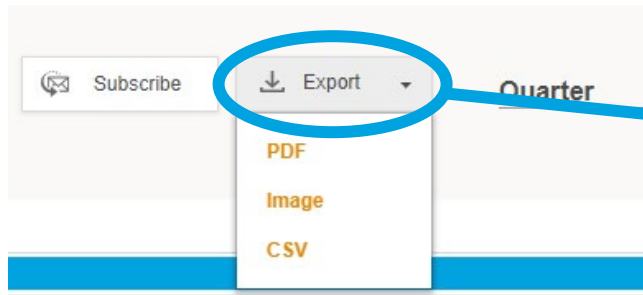
Selecting your Time Period

Your organization has the opportunity to determine the time period reflecting within your dashboard. This allows you to choose the amount of time represented in each data point (month, quarter, year, etc.) as well as the last time period that should be shown.

The screenshot shows a dashboard interface with a 'Quarter' dropdown menu open. The menu options are: Month, Quarter, Biannual, Year, FQ (July), FQ (Septemb...), FQ (October), and FY (July). The selected option is 'Q3 2018'. Below the dropdown, a bar chart shows data points for two categories: 25.7 and 28.0. A callout box with a blue border contains the text: "Choose a **Time Period** to determine how much data should reflect in each data point, as well as the last date that should be included in the reporting period."

Exporting your Data

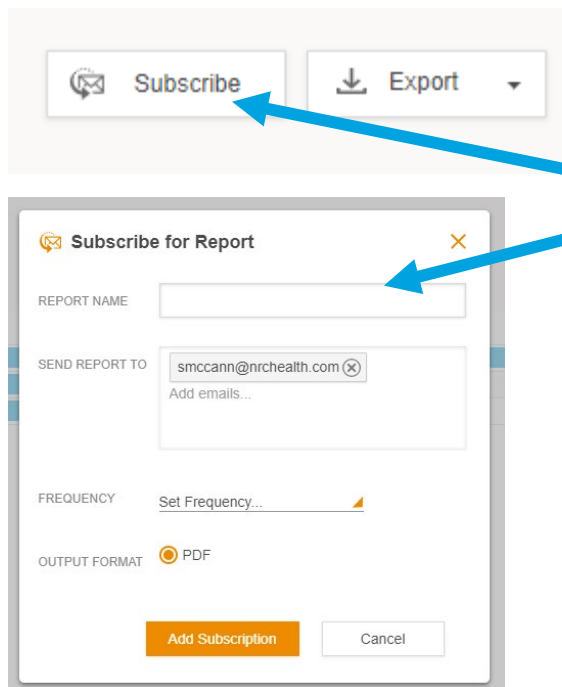
All dashboard information may be exported into a number of different formats, including: PDF, Image and CSV.



Select 'Export to PDF', 'Export to Image' or 'Export to CSV' to export dashboard data into the format of your choice.

Subscribing to the Dashboard

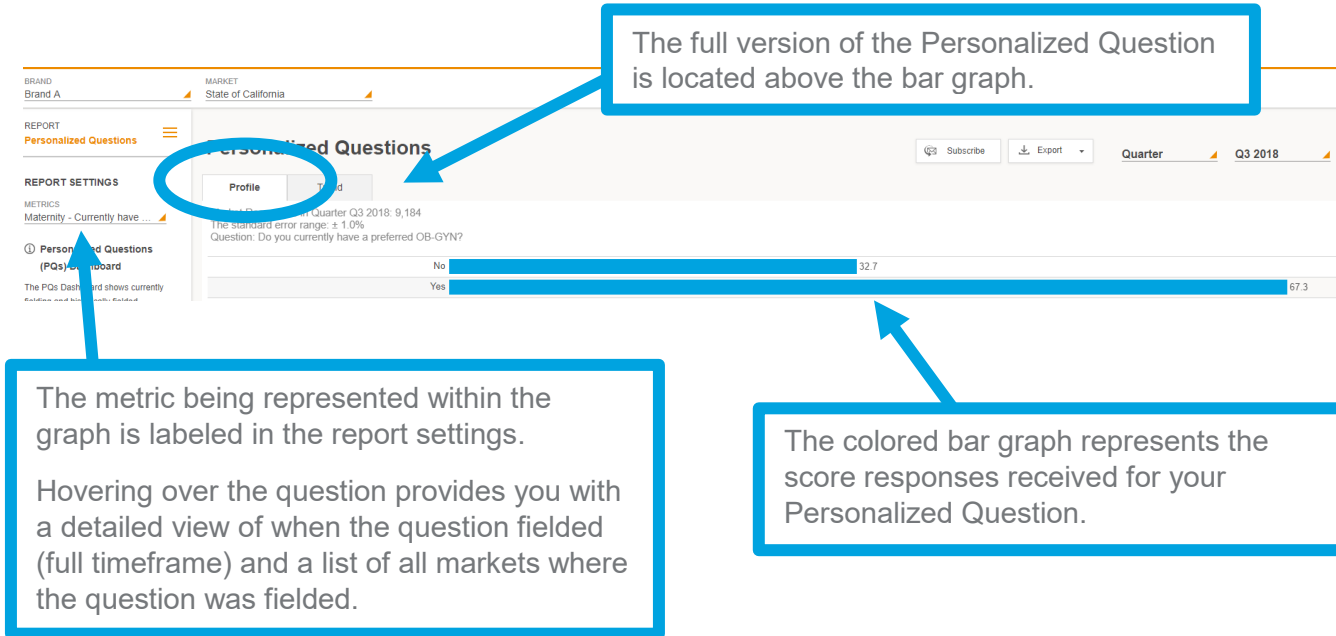
Each user has the opportunity to set up dashboard **subscriptions** – which allow the dashboard to be emailed directly to selected users per your preferred frequency.



Select 'Subscribe' to set up subscriptions for yourself and your team. Choose who the report should be sent to, how frequently, and what format is most appropriate.

Understanding the Profile View

The profile view allows you to see one or more default metrics making up the KPI's score. Also included in this view are all scores from within your selected competitor set.



Updating the Profile View

The profile view can be customized/alterd as needed from the default view. To make any changes, click on the drop down menu on the left side of your screen beneath '**Report Settings**', and select '**Metrics**' to make updates.

REPORT SETTINGS

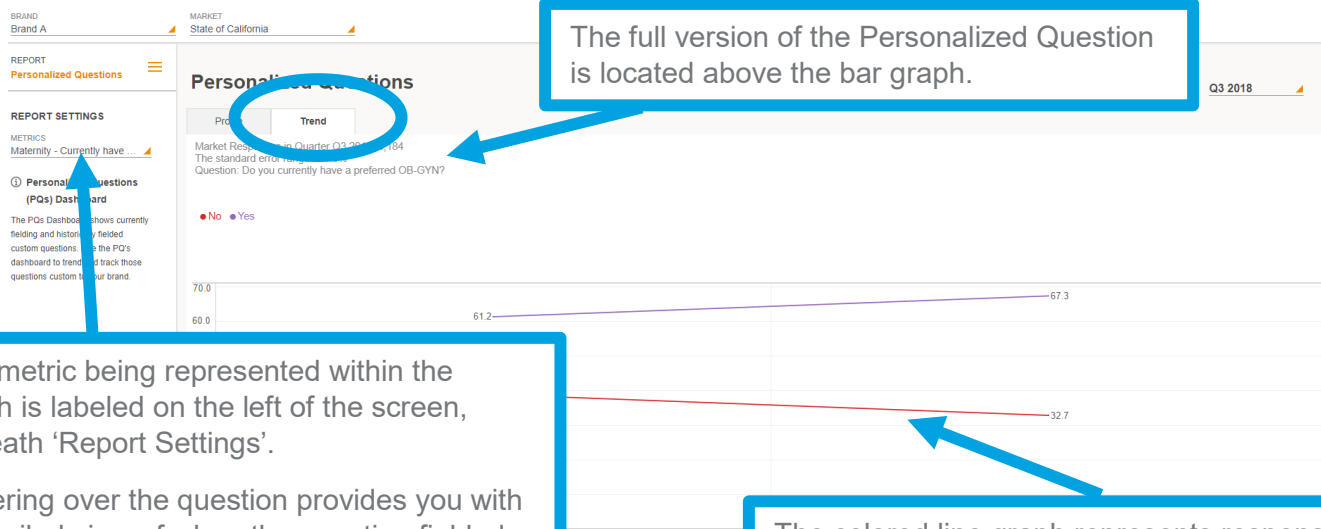
METRICS

Maternity - Currently have ...

Click on the drop down menu to toggle between all available (current and historical) question options.

Understanding the Trend View

The trend view allows you to see trending (over your selected timeframe) for one personalized question.



The full version of the Personalized Question is located above the bar graph.

The metric being represented within the graph is labeled on the left of the screen, beneath 'Report Settings'.

Hovering over the question provides you with a detailed view of when the question fielded (full timeframe) and a list of all markets where the question was fielded.

The colored line graph represents response options received for your Personalized Question over time.

Updating the Trend View

The trend view can be customized/alterd as needed from the default view. To make any changes, click on the drop down menu on the left side of your screen beneath '**Report Settings**', and select '**Metrics**' to make updates.

REPORT SETTINGS

METRICS

Maternity - Currently have ...

Click on the drop down menu to toggle between all available (current and historical) question options.