

NRC Health Presents

# *Taking Your Data and Creating Action*

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# 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



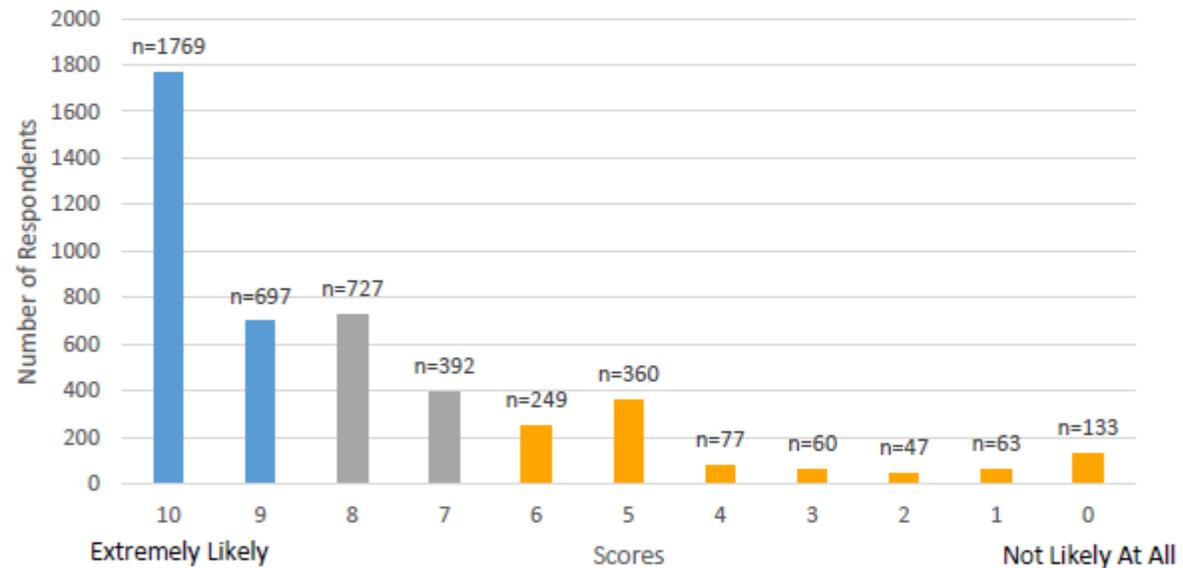
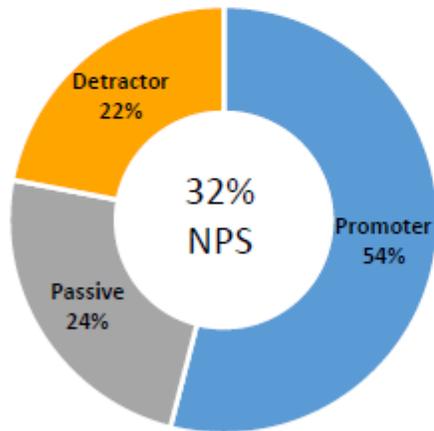
# 2021 Resident Results

# Resident NPS

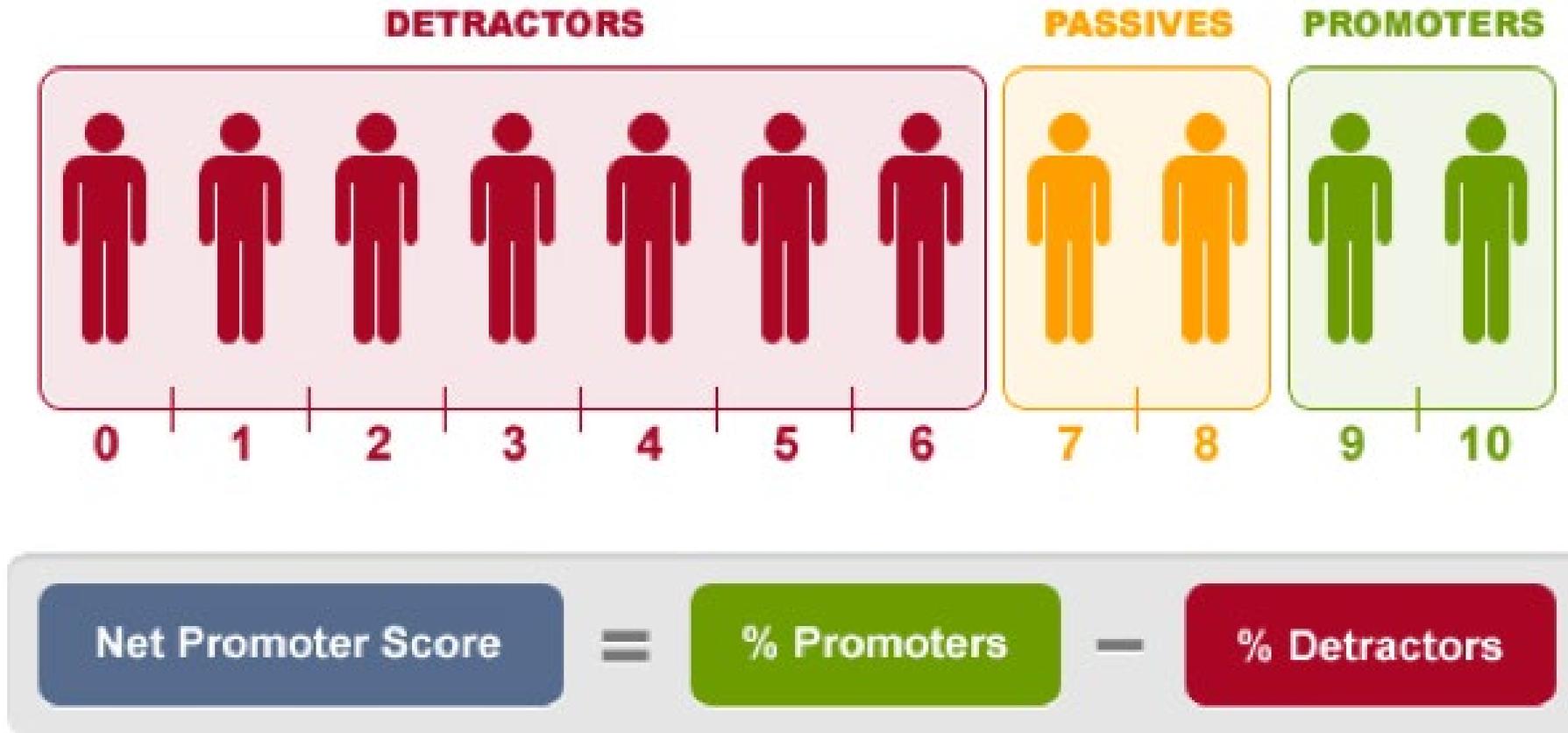
Overall State: TN  
Survey Type: Resident  
Year: 2021

National Benchmark  
NPS: 29

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

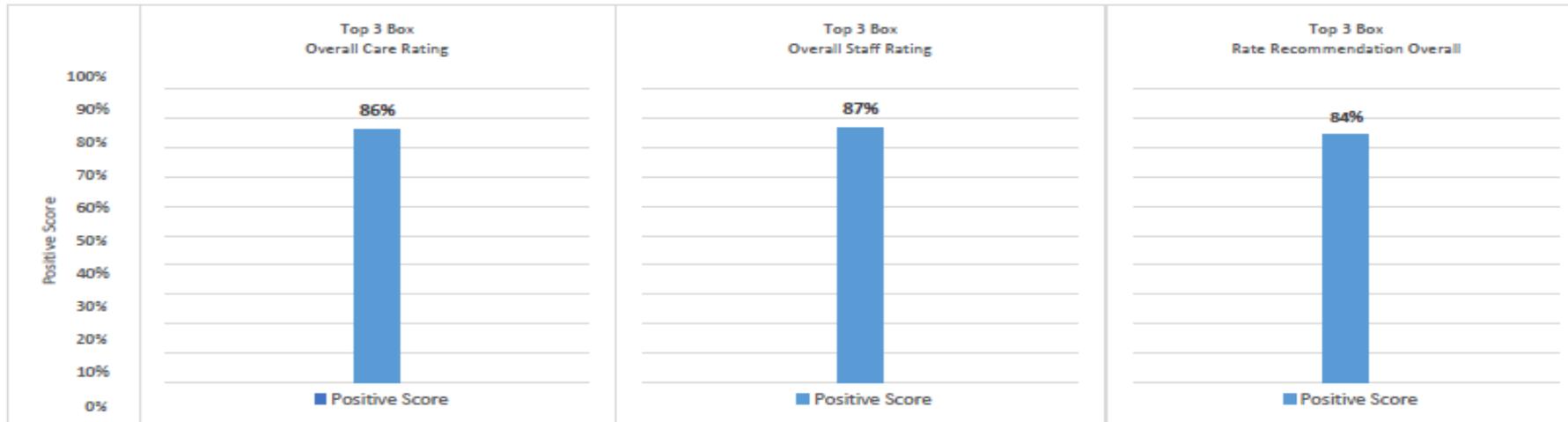


# Net Promotor Score (NPS)



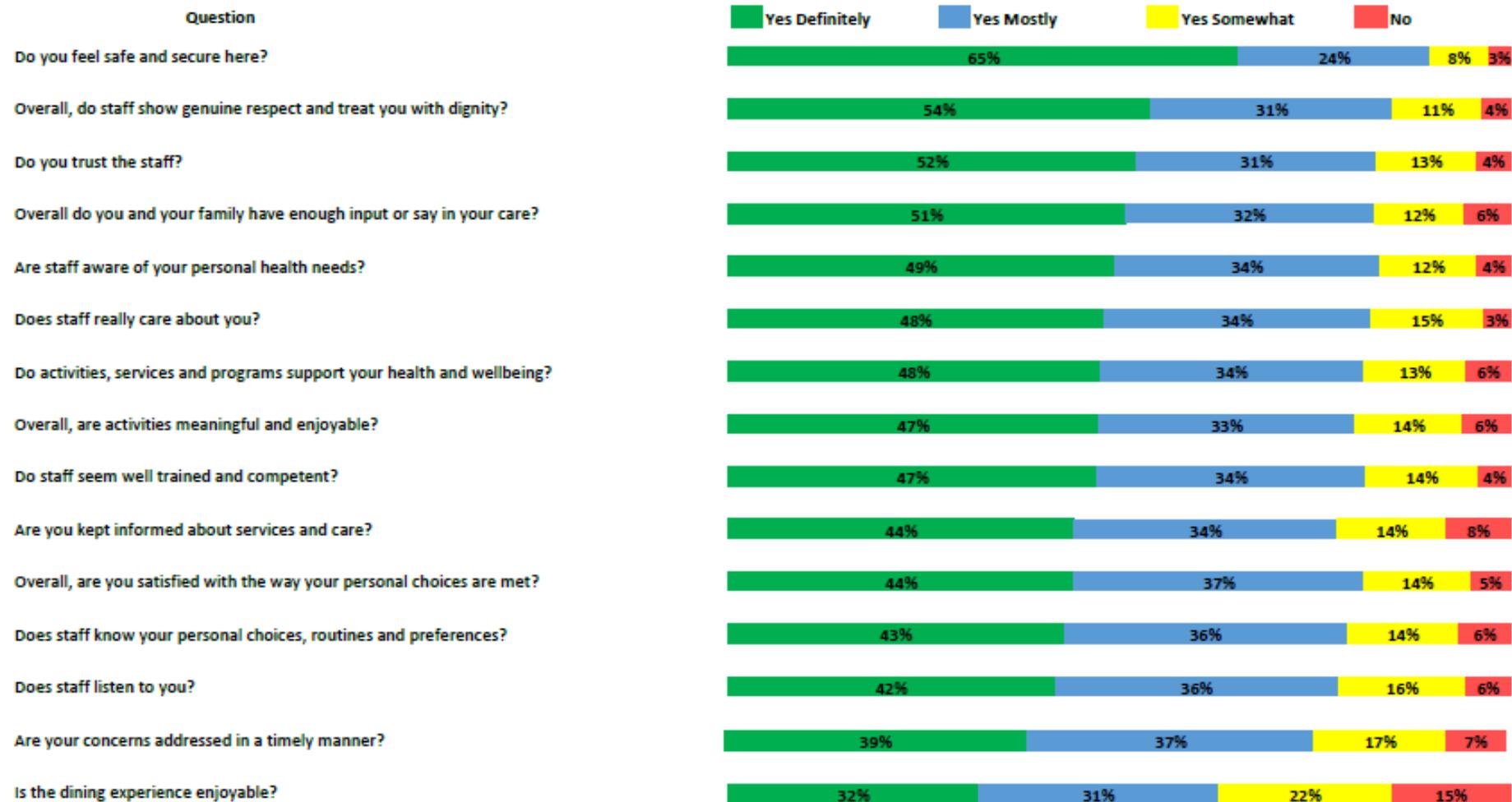
# Resident Results - CoreQ

Overall State: TN  
 Survey Type: Resident  
 Year: 2021



Question	Responses				
	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



# Resident Priorities

## Primary Strengths

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

## Primary Opportunities

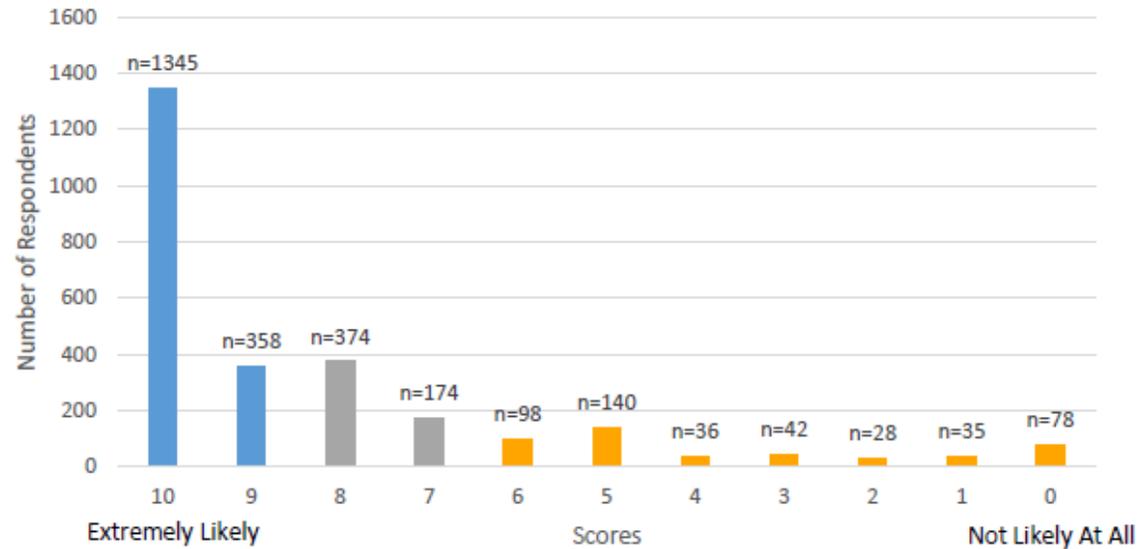
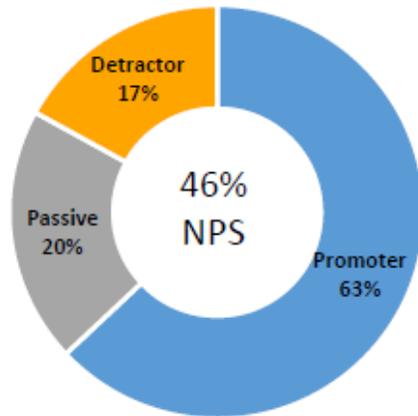
- Choices/preferences
- Staff listens to me
- Concerns responded to timely

# 2021 Family Results

# 2021 Family NPS

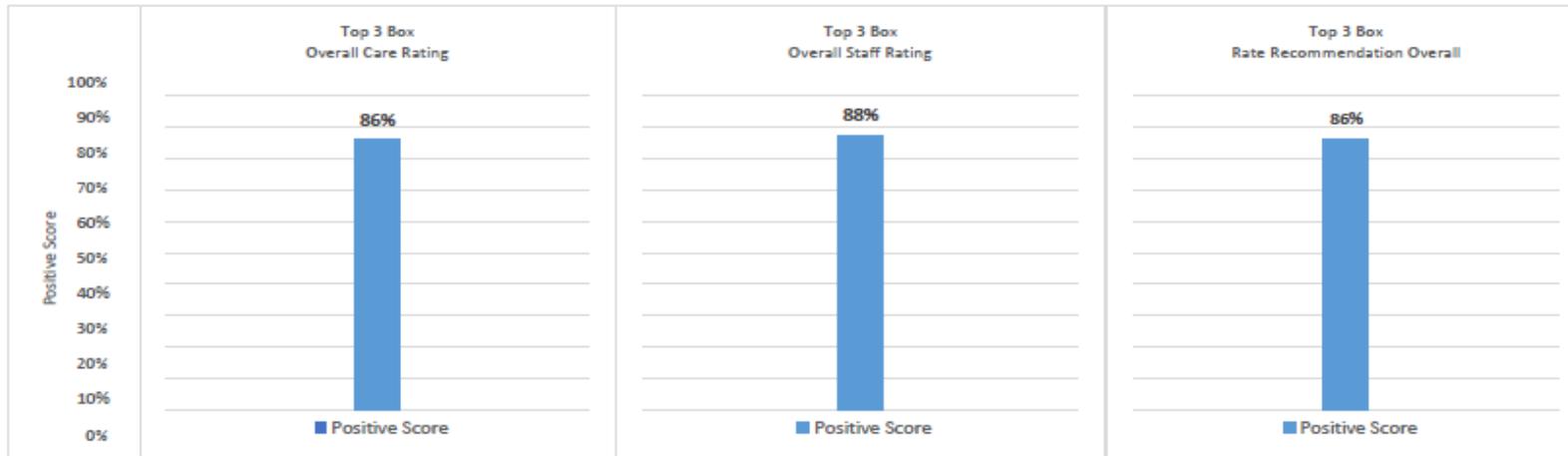
National Benchmark  
NPS: 31

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



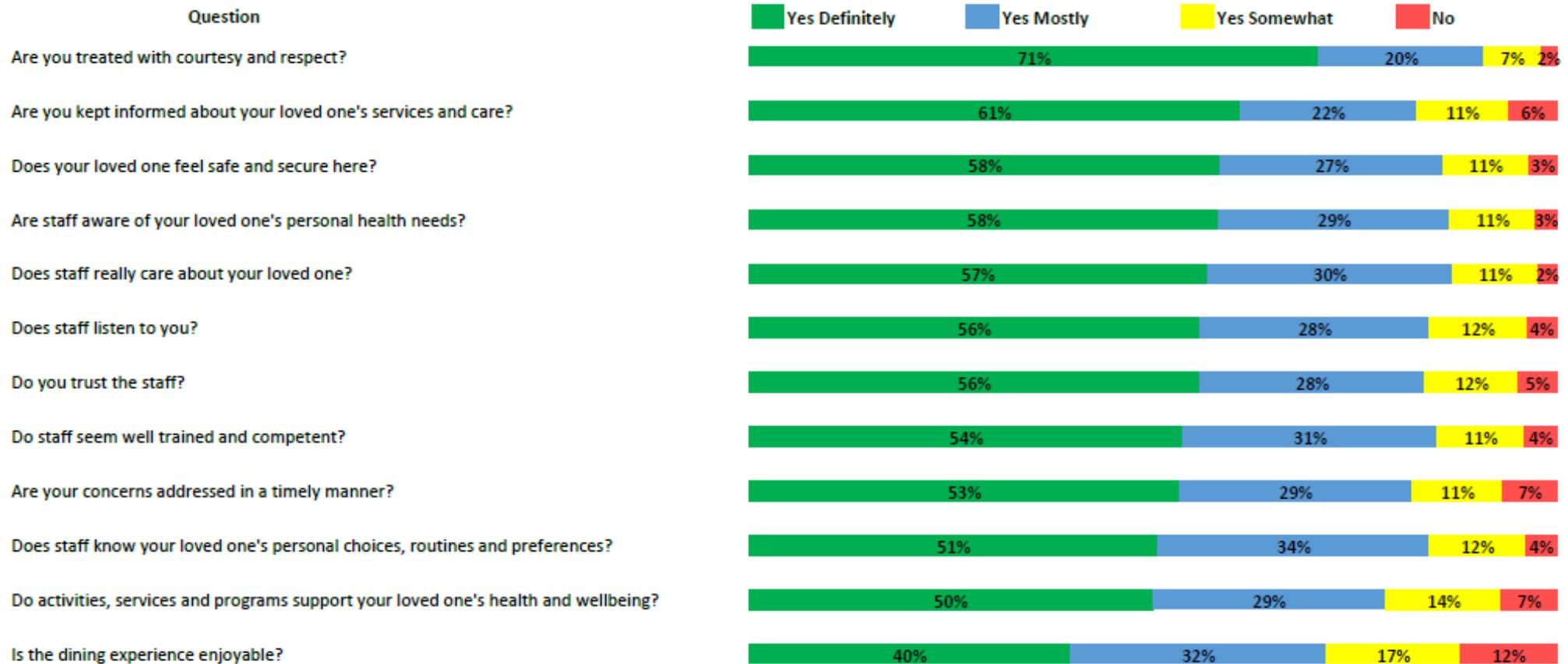
# Family - CoreQ

Overall State: TN  
 Survey Type: Family  
 Year: 2021



Question	Responses				
	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



# Family Priorities

## Primary Strengths

- **Staff really cares**
- Staff listens
- **Staff trustworthy**

## Primary Opportunities

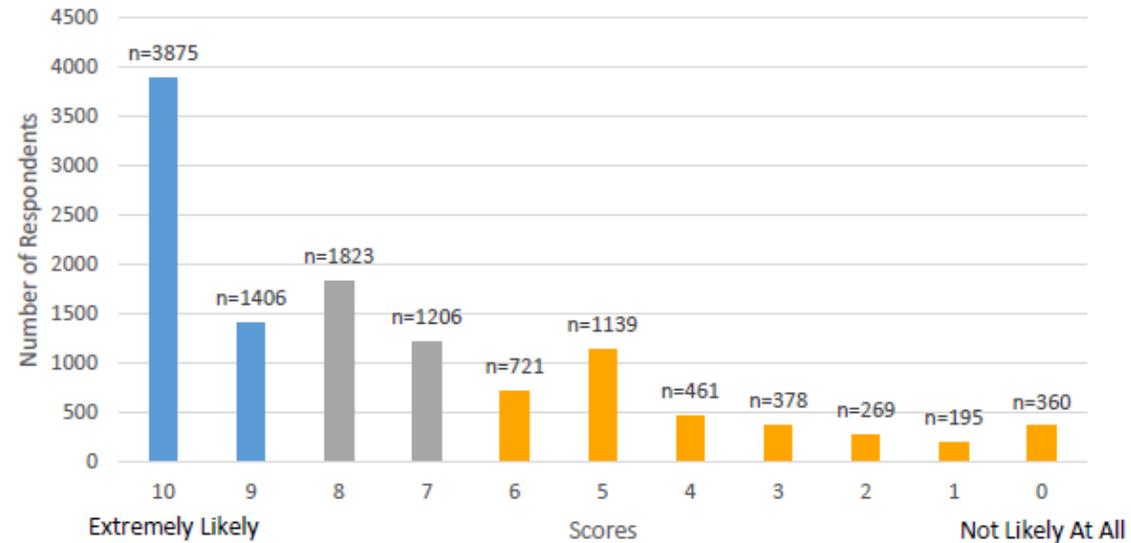
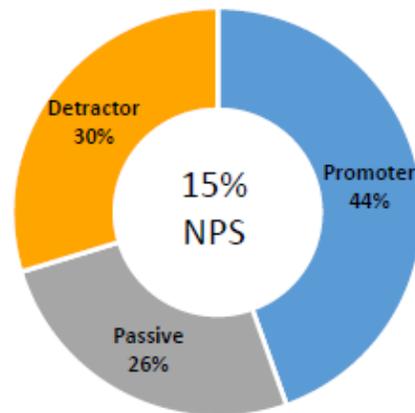
- Staff seem well trained and competent
- **Concerns responded to timely**
- **Does staff know choices/preferences**

# 2021 Staff Results

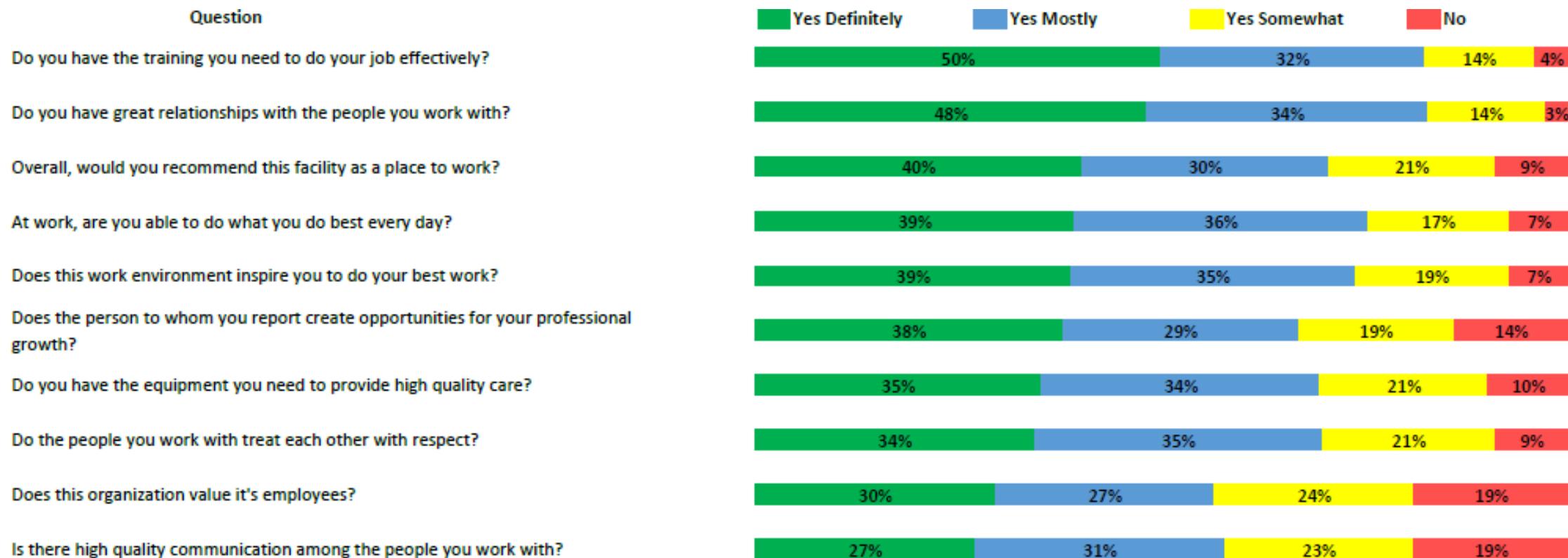
# 2021 Staff NPS

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



# Staff Priorities

## Strengths

- Organization inspires you to do your best work

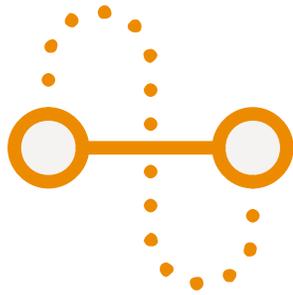
## Opportunities

- Organization values employees

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

# Root Cause Analysis

Keep it  
simple



- ✓ What's the problem?
- ✓ Collect as much data and input as possible
- ✓ Ask 5 why's to find the root causes
- ✓ 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 lose focus by only looking at low scoring numbers.

## Trends:

### Resident:

1. **Choices/preferences**
2. 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!



# S.M.A.R.T Goals and P.D.S.A

## 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



# S.M.A.R.T Goals and P.D.S.A

## 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



# S.M.A.R.T Goals and P.D.S.A

## 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!



# S.M.A.R.T Goals and P.D.S.A

## Act

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



# Key to success in driving improvement



# Questions?

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