

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

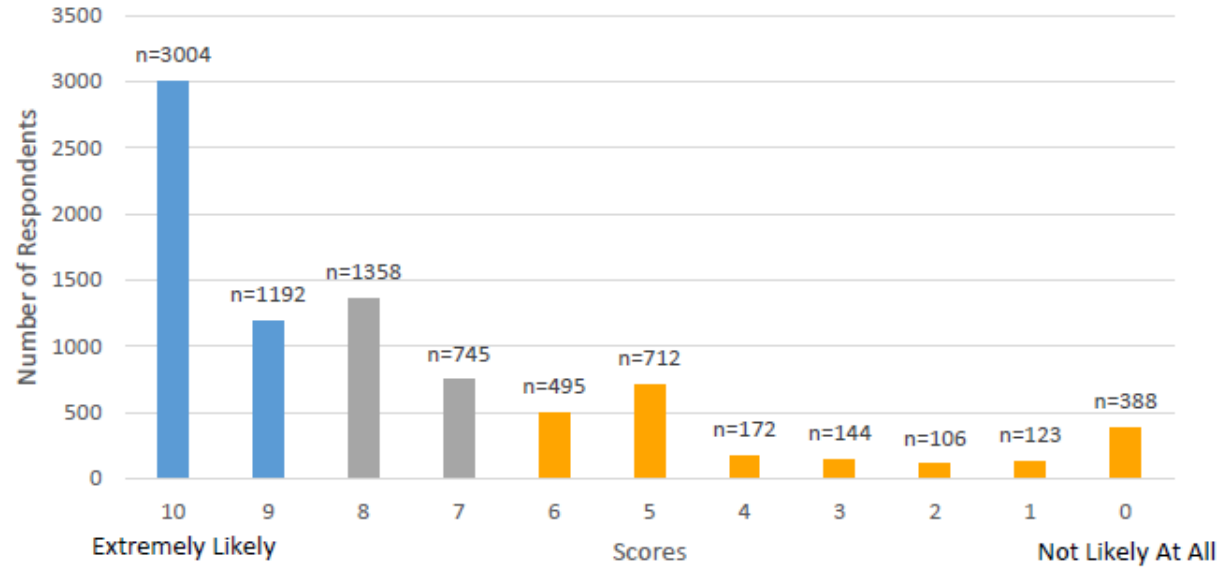
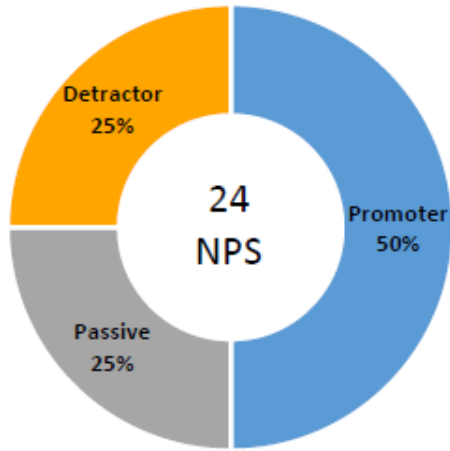


# 2021 Resident Results

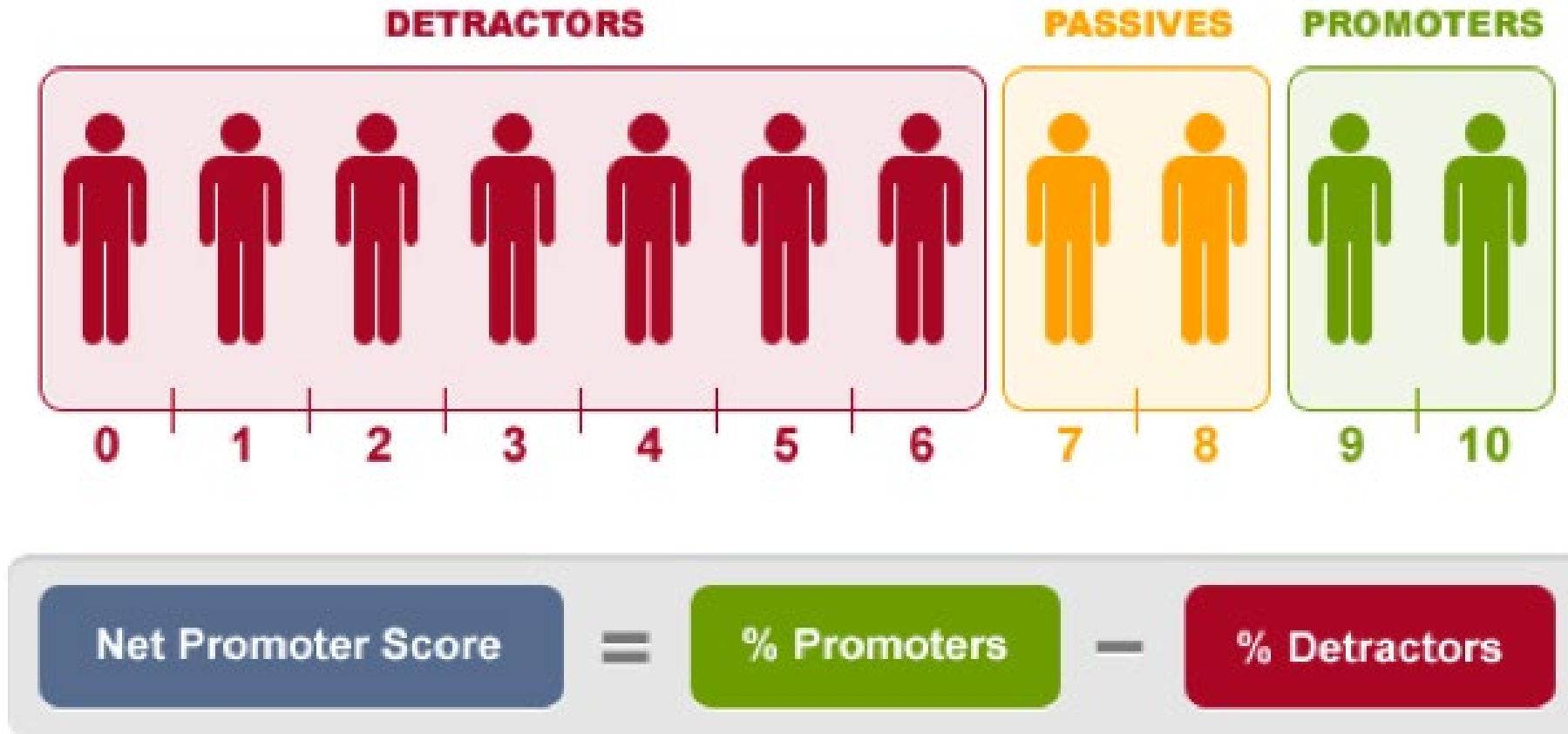
# Resident NPS

Year: 2021

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



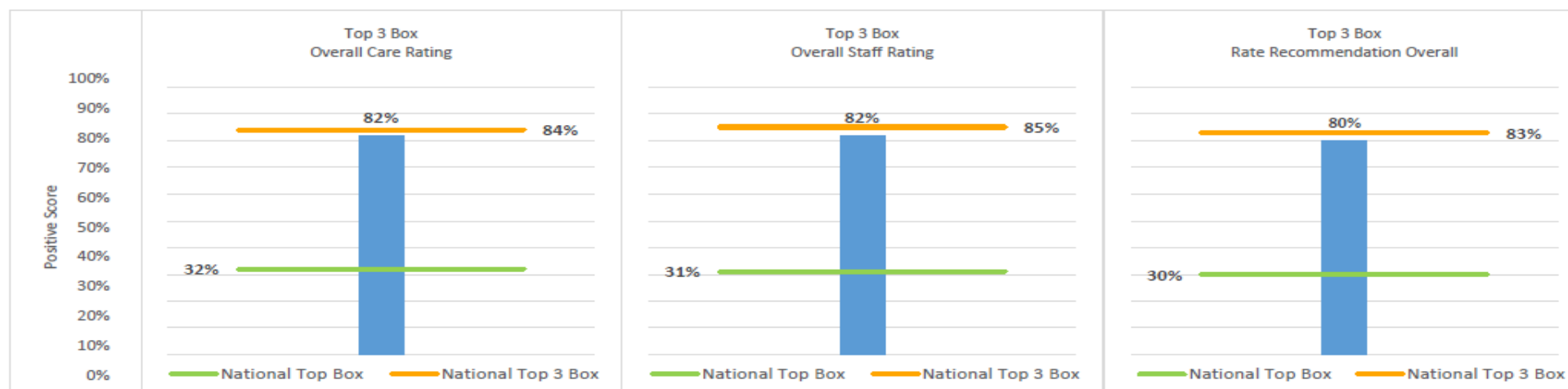
# Net Promotor Score (NPS)



# Resident Results - CoreQ

Overall State:  
Survey Type:  
Year:

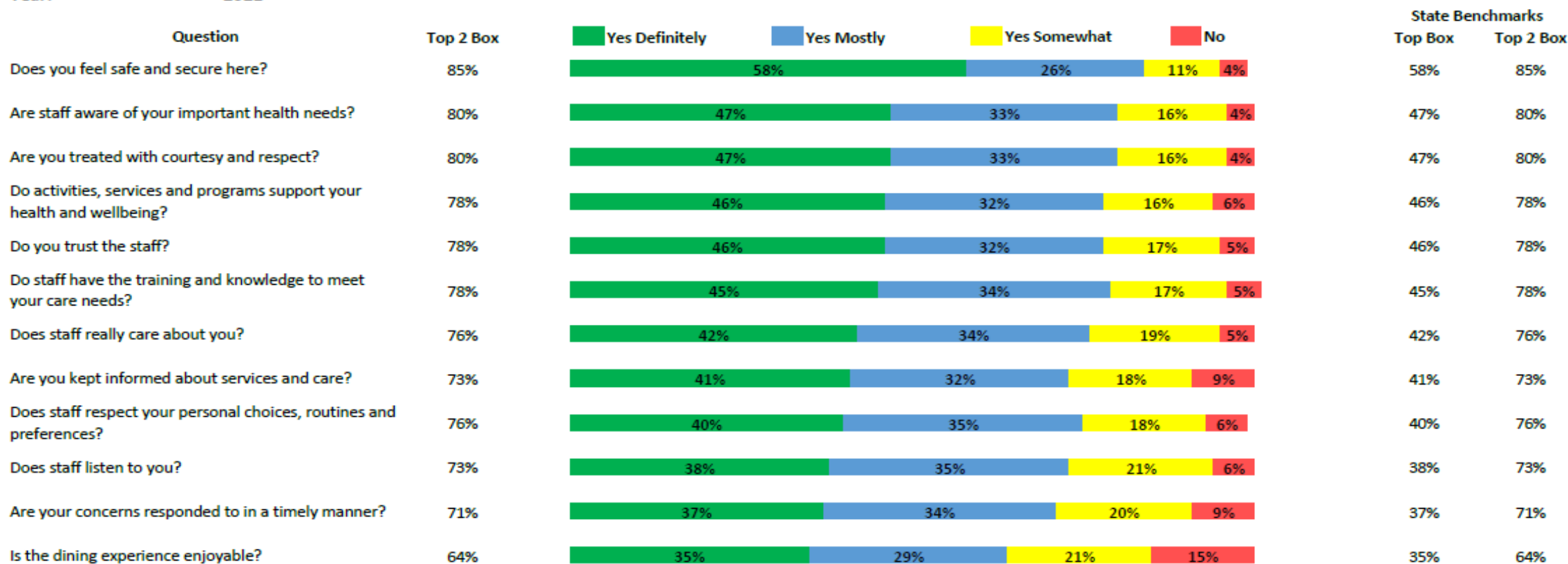
GA  
Resident  
2021



Question	Responses					State Benchmarks	
	Excellent	Very Good	Good	Average	Poor	Top Box	Top 3 Box
Overall Care Rating	29%	29%	23%	14%	4%	29%	82%
Overall Staff Rating	28%	30%	24%	14%	3%	28%	82%
Rate Recommendation Overall	28%	30%	22%	14%	6%	28%	80%

# Resident - Questions

Overall State: GA  
 Survey Type: Resident  
 Year: 2021





# Priority Table

Overall State: GA  
 Survey Type: Resident  
 Year: 2021

Priority	Question	Top Box Score	Respondent n-Size	Correlation
Low Top Box Score and High Correlation	Does staff really care about you?	42%	8,802	0.60
	Does staff listen to you?	38%	8,784	0.54
	Does staff respect your personal choices, routines and preferences?	40%	8,753	0.55
High Top Box Score and High Correlation	Do you trust the staff?	46%	8,776	0.56
	Are you treated with courtesy and respect?	47%	8,784	0.54
Low Top Box Score and Low Correlation	Are your concerns responded to in a timely manner?	37%	8,774	0.53
	Are you kept informed about services and care?	41%	8,775	0.51
	Is the dining experience enjoyable?	35%	8,661	0.47
High Top Box Score and Low Correlation	Are staff aware of your important health needs?	47%	8,766	0.49
	Do staff have the training and knowledge to meet your care needs?	45%	8,749	0.53
	Do activities, services and programs support your health and wellbeing?	46%	8,733	0.49
	Does you feel safe and secure here?	58%	8,790	0.53

# Resident Priorities

## Primary Strengths

- Trust the staff
- Treated with courtesy and respect

## Primary Opportunities

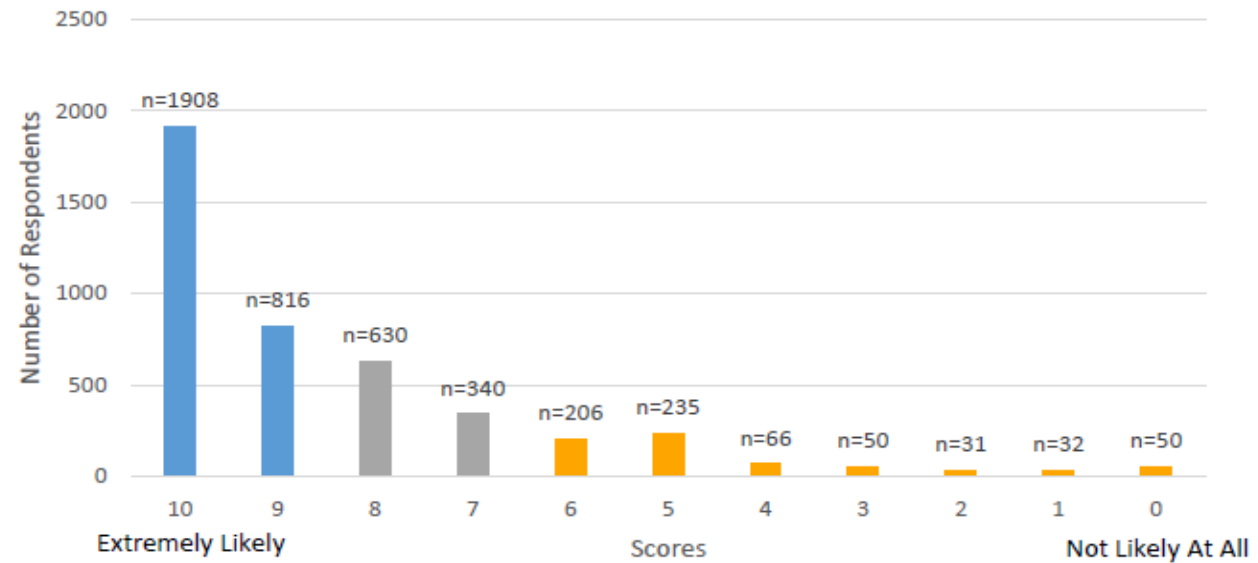
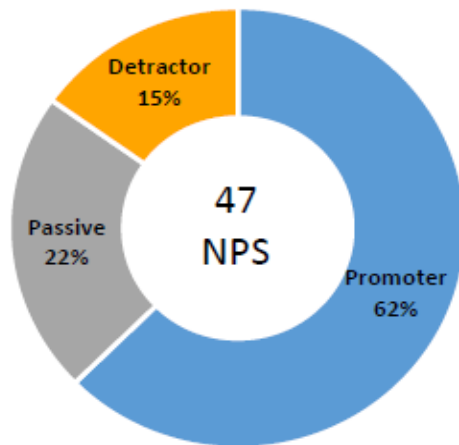
- Staff Cares About Me
- Choices/preferences
- Staff listens to me

❖ Top National Correlation - Concerns responded to timely

# 2021 Family Results

# 2021 Family NPS

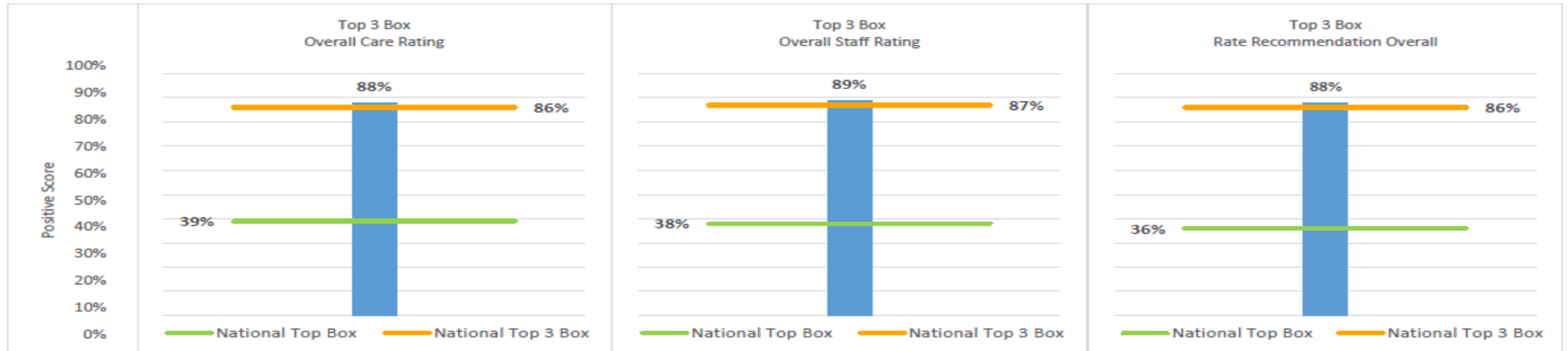
How likely would you be to recommend this facility to your family and friends?



# Family - CoreQ

Overall State:  
Survey Type:  
Year:

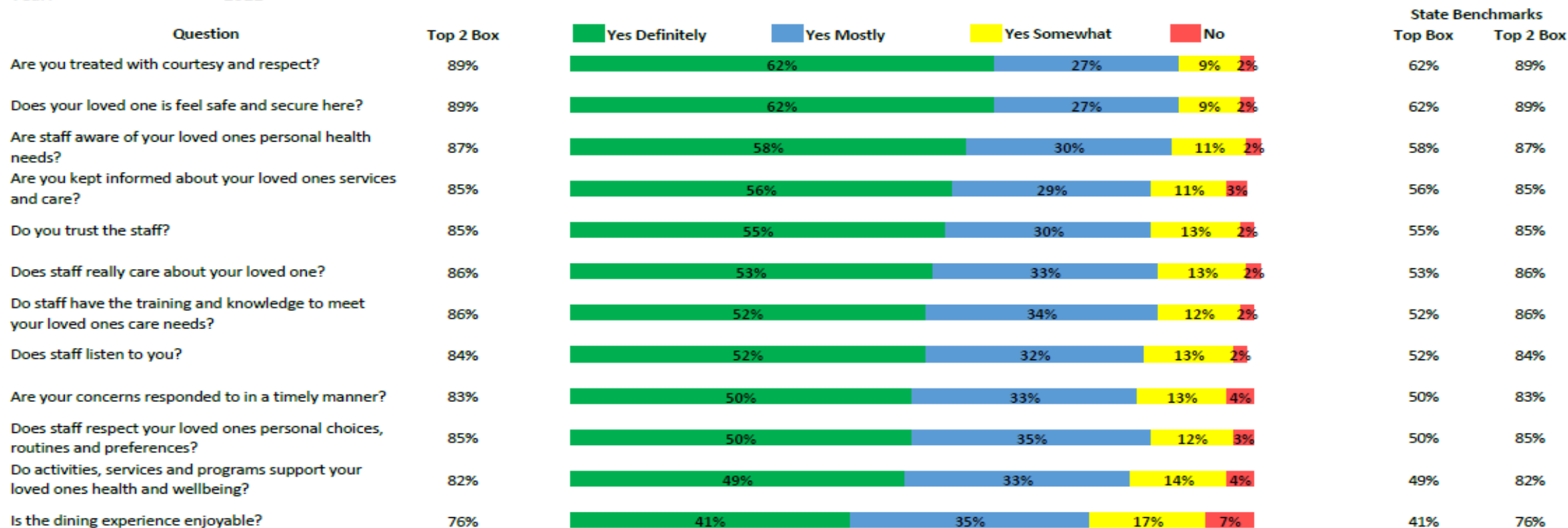
GA  
Family  
2021



Question	Responses					State Benchmarks	
	Excellent	Very Good	Good	Average	Poor	Top Box	Top 3 Box
Overall Care Rating	42%	31%	15%	9%	2%	42%	88%
Overall Staff Rating	41%	32%	16%	9%	2%	41%	89%
Rate Recommendation Overall	40%	33%	16%	9%	3%	40%	88%

# 2021 Family Questions

Overall State: GA  
 Survey Type: Family  
 Year: 2021



# Family Priority Action Agenda

## Primary Strengths

- **Staff is aware of health needs of loved one**
- **Staff trustworthy**
- **Safety of facility**

## Primary Opportunities

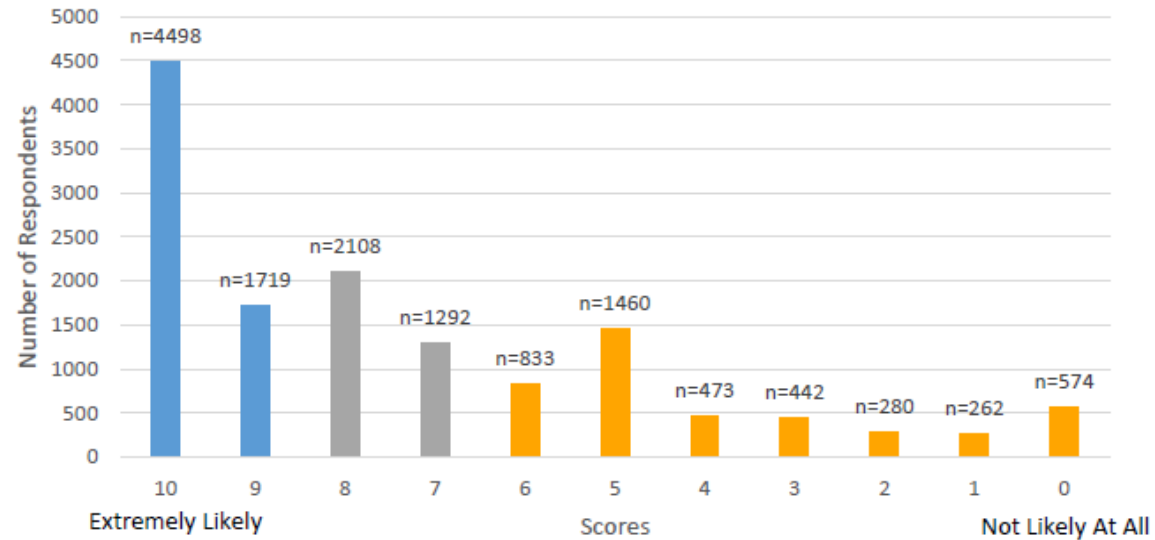
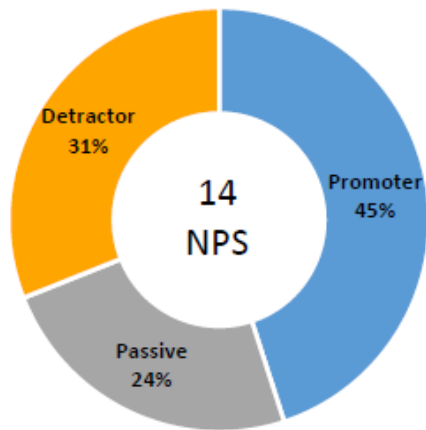
- **Staff cares about loved one**
- **Staff listens to me**
- **Choices/preference**
- **Concerns responded to timely**

# 2021 Staff Member Results

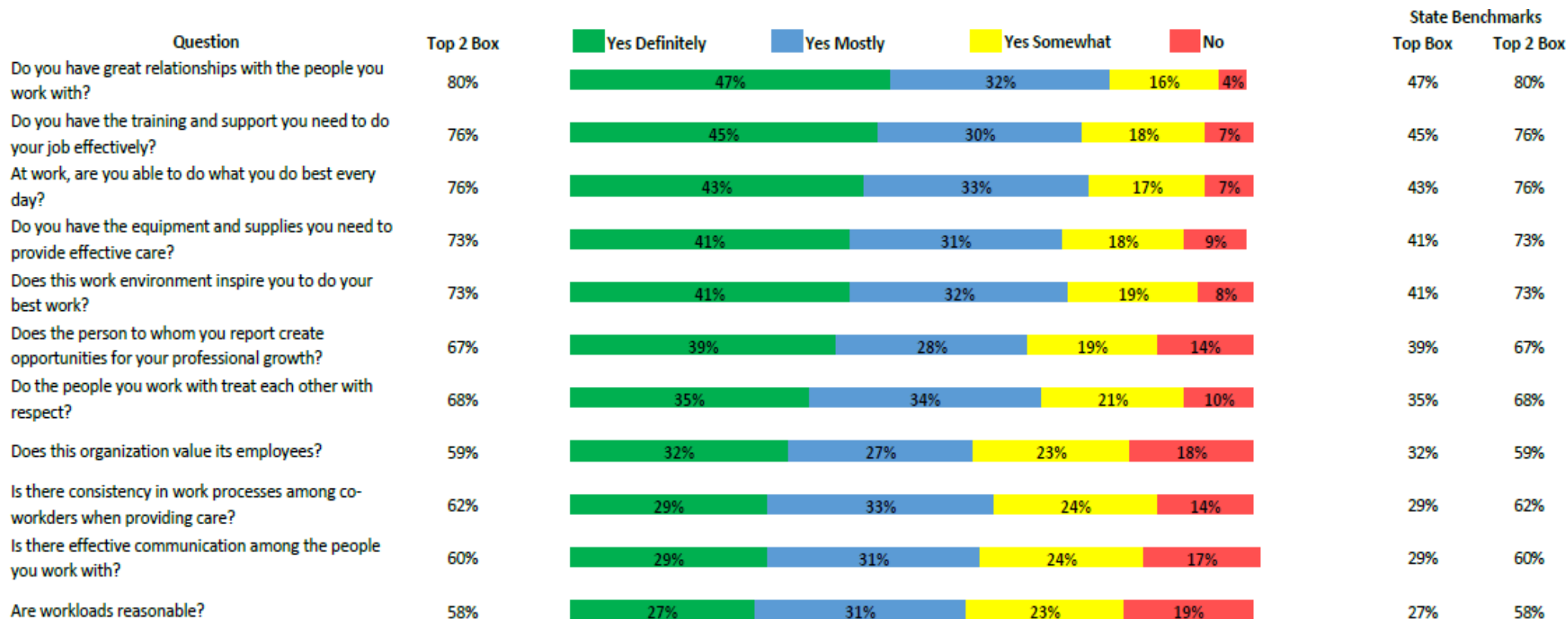


# 2021 Associate NPS

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 Employee Questions



# Employee Priority Action Agenda

## Primary Strengths

- Work environment inspires to do best work
- Able to do what you do best
- Opportunities for personal growth

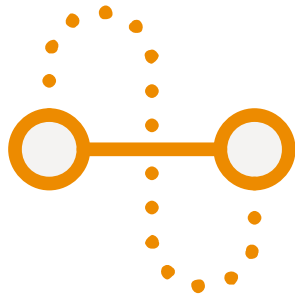
## Primary Opportunities

- Effective Communication
- Organization values employees
- Consistency in work processes

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. **Staff Cares**
4. **Concerns responded to timely**

### Family:

1. **Concerns responded to timely**
2. **Staff listens**
3. **Staff cares**
4. **Choices/preferences**

### Associates:

1. **Effective Communication**
2. **Organization values employees**
3. **Consistency in work processes**

# 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

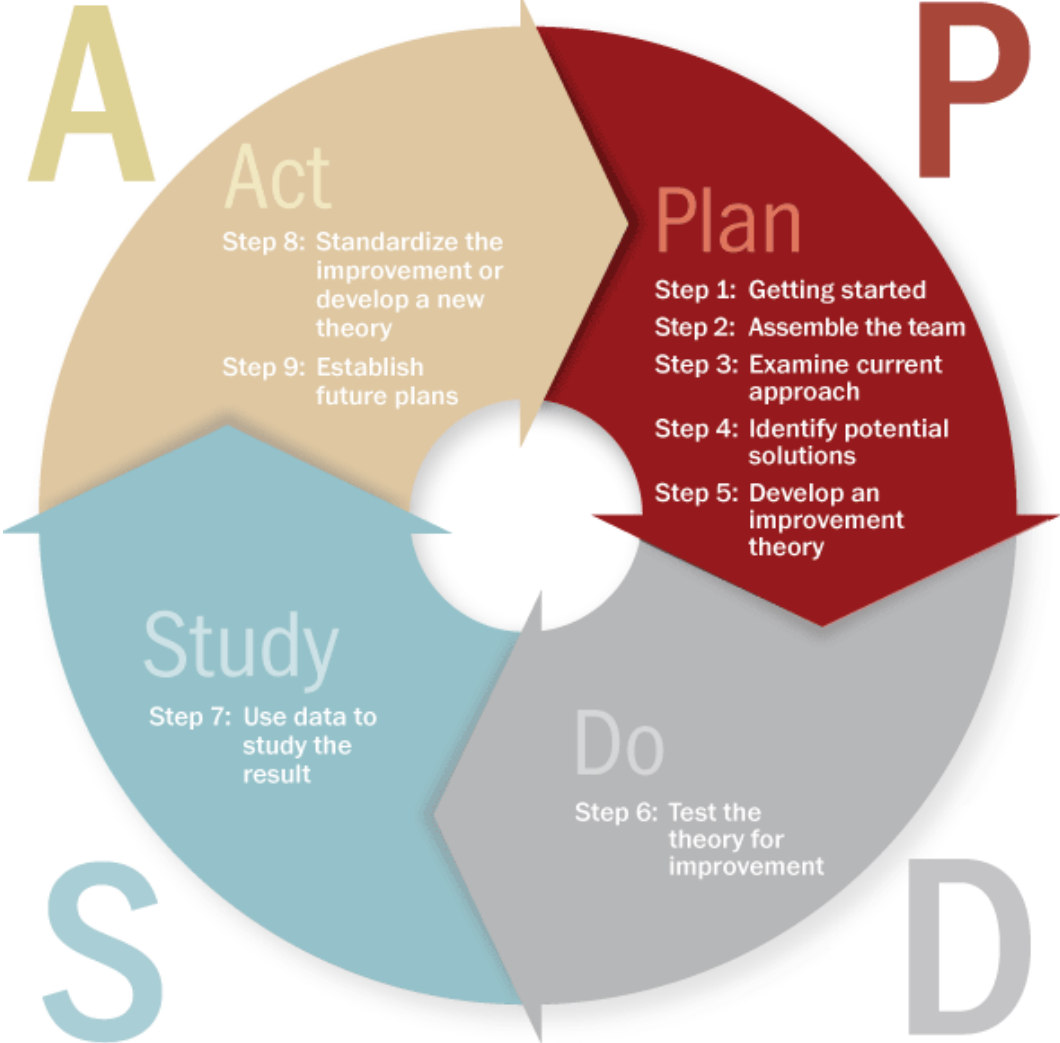
→ There will be multiple solutions..

# 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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