Feedback that makes a difference

Quality assurance is key to any organization. Data collection and analysis is critical to improving the quality of services delivered.

So, how are you collecting your data? For senior living communities, the need for resident satisfaction feedback is just one ingredient in the mix… are you able to objectively analyze the quality of work being done in your community? And what about compliance with government standards?

There is a solution that not only collects data, but leverages it into high-quality information for employee performance evaluation, risk management analysis, and staff training requirements. That solution is **TheWorxHub: QA & Surveys.**

The solution

TheWorxHub: QA & Surveys app is a comprehensive web-based solution that enables senior living communities to take control of all aspects of their facility's quality assurance needs. Key benefits include:

Residents

Determine resident feedback on department performance, such as housekeeping, maintenance, and transportation.

Staff

Objectively evaluate employee performance in the field using checklist/pass-fail surveys on a mobile device.

Compliance

Remain compliant with safety and health regulations and track preparedness via survey audits.

Reporting

View detailed graphs and reports to compare staff performance, identify training needs, and determine trends over time.

About TheWorxHub™

TheWorxHub is a leading provider of cloud-based operations management solutions. Proudly serving residents and their families for over 20 years, TheWorxHub drives productivity and efficiency, boosting your bottom line while delivering high-touch, personalized resident experiences.

TheWorxHub Apps

Transportation	Security
Housekeeping	IT Services
Room Bookings	PO & Inventory
QA & Surveys	Capital Planning
Activities	WorkIQ
Catering	

Finding issues before they become problems

Evaluate your employee's performance with yes/no and pass/fail-based surveys, easily built from one of many survey templates.

Create mock survey tools to prepare for compliance inspections. This is a valuable tool for determing areas that need improvement and increased staff training.

CMS - Infection Prevention, Control & Immunizations Checklist

From CMS March 4 2020 Memo Ref: QSO-20-12-All, this multi-part Infection Prevention, Control & Immunizations checklist is ideal for mock surveys covering your infection control policies and procedures.
See Sample | 7 customers have used this

Use This

Giving your residents a voice

How well does Housekeeping respond to your needs and concerns?

| 1 | 2 | 3 | 4 | 5 |
| Unacceptable | Needs Improvement | Fair | Good | Excellent |

How would you rate the cleanliness of your room, apartment, or cottage after staff cleaning?

| 1 | 2 | 3 | 4 | 5 |
| Unacceptable | Needs Improvement | Fair | Good | Excellent |

Empower your residents by giving them a voice while collecting valuable first-hand data about the efficiency and professionalism of your community's workforce. The QA & Surveys app enables you to create rating scale surveys for your residents designed to measure their experiences with your housekeeping and maintenance staff.

Surveys can be linked to specific work orders and then delivered to the resident after the job is done. The survey can be printed or, for those residents who are tech savvy, it can be emailed and completed online.

Bringing the data to life

The QA & Surveys app is a robust solution that provides highly relevant & meaningful information. Graphs, tables, and configurable reports enable you to make informed decisions about difficult issues, such as staff training, evaluations, and compliance.

In addition, seamless integration with Mobile Worx allows your workforce to complete surveys in the field where the raw data is collected.

DSI App Engineers

Top Inspection Deficiences

| Rank | Question | Total Inspections | Deficiencies | | Compliance % |
			Total	Still Open	
2	Was the furniture cleaned?	3	2	0	33%
1	Was area behind toilet cleaned?	3	2	0	33%
3	Was high dusting completed?	3	1	0	67%
7	Were all the windows and mirrors cleaned?	3	0	0	100%
11	Was the trash emptied	3	0	0	100%
15	Cleaning > Were the sinks cleaned?	1	0	0	100%
4	Replenish Stock > Was the deodorizer refilled?	1	0	0	100%
8	Were the floors/carpets vacuumed/mopped	3	0	0	100%
12	Were all the knobs and fixtures cleaned?	3	0	0	100%
16	Cleaning > Were the toilets cleaned?	1	0	0	100%

Get started today

TheWorxHub is the leading senior living operations software and is backed by decades of experience. Speak to a Brightly expert to learn how you can get started and enjoy a free, custom demo!

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About Brightly Software

Brightly, a Siemens company, enables organizations to transform the performance of their assets. Brightly is the global leader in intelligent asset management solutions. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 customers of every size worldwide depend on Brightly's complete suite of intuitive software—including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit www.brightlysoftware.com.

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