Care ANALYTICS

Oregon's Quality Measurement Program

Unleash targeted insights through advanced analytics

Care Analytics is a SAS company that assesses skilled nursing facilities and provides feedback to make quality improvements for patient satisfaction in real time.

To advance the patient experience, providers must understand patient needs and address targeted opportunities within patient populations. Care Analytics provides meaningful and actionable insights into every aspect of patient perception. We work with facilities to collect feedback through real-time point of care tablet based assessments. We provide straight-forward steps focusing on the key drivers of exceptional patient experiences. Our model is based on the marriage of big data and years of experience with improving patient satisfaction and facility communication.

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Oregon Annual Resident Satisfaction Survey

Facilities will need to ensure that a third party that is a CoreQ vendor (Care Analytics) completes a survey.

Care Analytics will use the following CoreQ questions, and the following scale will be used for each response:

⊙ Poor (1)　⊙ Average (2)　⊙ Good (3)　⊙ Very Good (4), and　⊙ Excellent (5)

1. In recommending this facility to friends and family, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you receive?
4. Overall, how would you rate the food?

▪Surveys must represent views of residents and only views of residents.
▪Surveys may not be completed by family members on behalf of residents.
▪Family members, friends, or guardians may assist residents in completing the survey; however, residents must reflect the views of the resident and no one else.
▪Facility staff may not assist residents in completing the survey.
▪Care Analytics will provided Facilities the averages (to one decimal place) for each of the CoreQ questions above, as well as:

o How many residents completed the survey
o The name of the third-party vendor who completed the survey
o How the survey was administered

The state asks providers to strictly adhere to these guidelines so they are able to determine whether this method of surveying is able to capture the views of residents and what may be done to maximize participation.

Our Product

The process:

- Oregon's Quality Measurement assessments are completed, at regular intervals while services are administered via Ipad or text message.

- Administrators can login to the easy-to-use dashboard and review the results in real-time. Results are emailed instantly to the facility for record keeping. Comments and feedback are always available for the facility to review. Positive surveys also have the ability to ask for those individuals for a Google review. Care Analytics Star Ratings solution calculates star ratings from your patient, resident, and family survey data, and publishes those ratings onto your website.

- Stakeholders can utilize dashboard reports and easy-to-read data points to make quality improvements instantly and fulfill the Metric 5 Annual resident satisfaction survey Requirement..
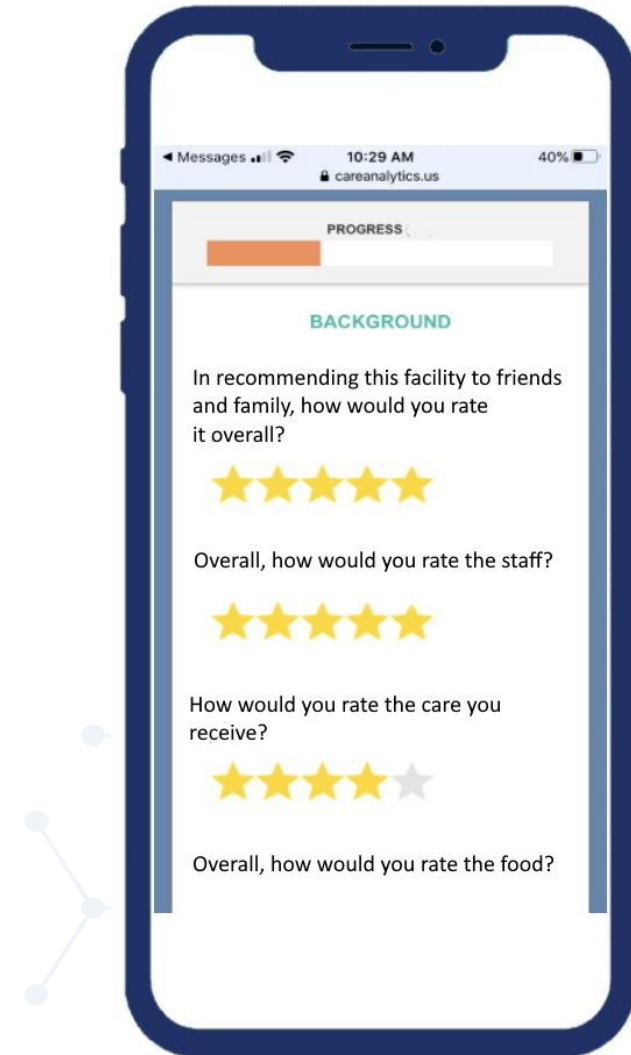
Care Messaging (optional)

The product:

- Care Analytics Messaging helps you provide critical instructions to residents, family and staff during an emergency. Care Messaging is a simple yet powerful notification solution that enables you to easily keep seniors, staff and families informed of events and important information.

- Every day, you spend hours trying to find staff to fill open shifts or coverage for staff call-outs—while also trying to keep your staff informed of important alerts and due dates. It's costly, time-consuming and frustrating. With Care messaging, you can easily alert staff members about open shifts and other critical information. Each staff member gets personalized messages via text.

- Reduce costs **–** Communities using care messaging have reduced overtime expenses by up to 25%, saving tens of thousands of dollars.

  Ensure staff compliance **–** care messaging can send reminders to ensure licenses and training dates are met.

6
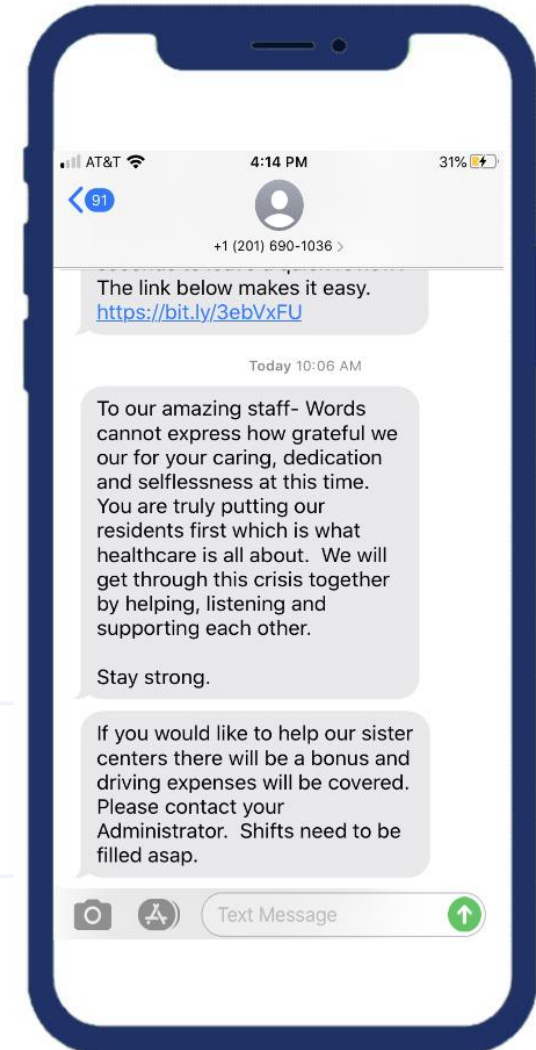
Our Features

Tablet or Text Based

Care Analytics is the only tablet/text-based assessment product specifically designed for skilled nursing and managed care facilities.

CoreQ Certified

HIPAA compliant and fully protected, Care Analytics data is highly-secure and private and we work directly with the AHCA/NCAL to directly upload data for your facility.

Portable Solution

Mobile patient satisfaction assessments allow facilities to gauge their patient satisfaction. This gives the facility a distinct advantage over traditional patient surveys.

Increased Survey Participation

Care Analytics has an amazing 99% response rate vs. our competitors who average a 31% response rate.

Immediate Feedback

Real-time, actionable satisfaction assessment methods allow facilities to rapidly adjust to patient needs. Communicate directly to staff and residents via text message to share emergency information.

Affordable

40% cheaper than any other survey product on the market today and more cost effective then other communication platforms.

Cost Analysis

The Care Analytics Oregon's Quality Measurement Program is $750 per year per facility with one time setup fee of $250 per facility. This will allow your facility to meet its Metric 5 requirement. with a minimum 2 year Contract.

(Care Messaging is including in the Program not including messaging cost of $.03 per text)

Optional Services

The Full Care Analytics Survey Suite has a fee of $250 per month per Facility, with a minimum 2 year Contract.

If a facility desires an Ipad - We have one time setup costs ranging from $300 to $500 per facility depending on the model of iPad. Setup costs include the iPad, safety case, and delivery of the iPad to the facility. Additional costs may apply if special requests are made.

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Thank you for your consideration.

Contact us:

www.careanalytics.net