



# feedback that makes a difference.

## The challenge

Quality assurance is the 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 & 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 Dude Solutions

Dude Solutions is a leading provider of cloud-based operations management solutions. Over the last 15 years more than 7,000 organizations have selected Dude Solutions' award-winning software to increase efficiencies, improve service and save money.

### TheWorxHub Apps

- Transportation
- Housekeeping
- Maintenance
- Room Bookings
- QA & Surveys
- Activities
- Catering
- Security
- IT Services
- PO & Inventory
- Capital Planning
- Mobile Worx
- Business Analytics



## Finding issues before they become problems

Evaluate your employee's performance with yes/no and pass/fail-based surveys. The system collects & collates all employee scores for analysis, which can then be used for staff evaluations and training.

**Edit Survey Template**

1.7 Communicable Disease and Infection Prevention ar [Insert question](#)

[Insert grouping](#)

**Question 54:** Are work surfaces easy to clean and disinfect?

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

## Giving your residents a voice

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.

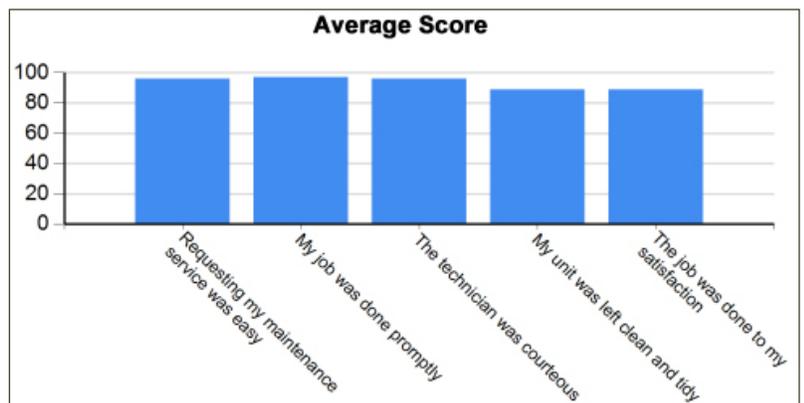
Surveys can be linked to specific work orders and then delivered to the resident after the job is done. The survey can be printed or, for those residents who are tech savvy, it can be emailed and completed online.

	<b>Score: 10/10    Percent: 100%</b>				
Rate on a scale of 1 to 5 where 1 is poor and 5 is great.	Poor <b>1</b>	<b>2</b>	Neutral <b>3</b>	<b>4</b>	Great <b>5</b>
<b>Requesting my maintenance service was easy</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b>My job was done promptly</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

## 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.



## Let's talk...

Dude Solutions — and TheWorxHub suite of products — is a leader in the world of senior living operations software, offering a solution that enables easy management of your facility in an accessible, web-based environment.

Want to learn more? Let's talk.

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