

Employee Engagement & Customer Experience

Improving the customer and employee experience across the senior care continuum.

Pictured: Neil Gulsvig, Founder, Align



PointClickCare's Employee Engagement and Customer Experience solutions are designed to capture the exact information you need, when you need it. This enables organizations to hone in and prioritize their efforts to determine a roadmap for success.

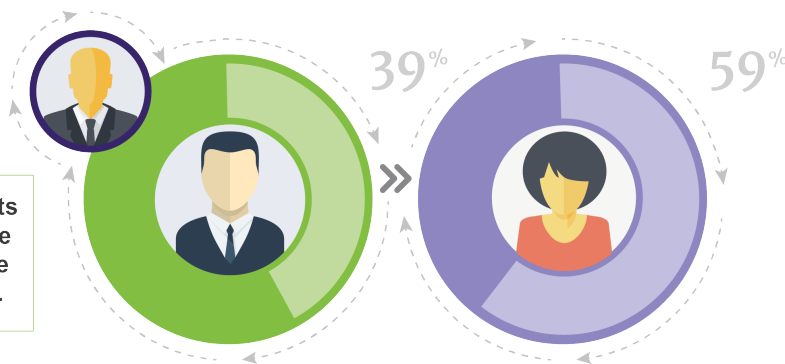
Senior care organizations throughout the country are faced with an increasingly competitive labor market. The ability to recruit and retain qualified, engaged staff poses one of the most critical business challenges for providers today. Providers who make employee engagement a key business strategy will find themselves better prepared to deal with these challenges.

It's no longer a question — research has clearly proven a direct link between *employee engagement* and *business results*. Companies with high levels of employee engagement

out-perform other organizations, showing a strong correlation between employee engagement and key performance indicators such as absenteeism, turnover, patient safety, customer satisfaction, and productivity. The bottom line: employee engagement is a foundational competitive advantage.

The increasingly competitive healthcare market creates an environment that demands solutions to help boost employee engagement while optimizing the customer experience.

The manager accounts for at least 70% of the variance in employee engagement scores.



Managers who are directly supervised by highly engaged leadership teams are 39% more likely to be engaged than managers who are supervised by actively disengaged leadership teams.

Employees who are supervised by highly engaged managers are 59% more likely to be engaged than those supervised by actively disengaged managers.

These solutions provide the kind of practical guidance that organizations are looking for in order to cultivate a culture of engagement and drive excellence in customer experience.

PointClickCare Employee Engagement and Customer Experience

PointClickCare's Employee Engagement and Customer Experience solutions are powered by Align™. The founders of Align, Neil and Jan Gulsvig, together bring over 75+ years of experience in post-acute and long-term care and understand the need for a solution that helps providers drive higher employee engagement and customer experience.

These solutions provide the kind of practical guidance that organizations are looking for in order to cultivate a culture of employee engagement and excellence in customer experience. These assessment-based solutions are designed to drill into the precise information you need, allowing organizations to gain better insights that allow for more strategic decision-making and better outcomes.

PointClickCare Employee Engagement

A comprehensive and continuous employee engagement framework that focuses on the capabilities of the management team and individual managers/supervisors to create a culture of engagement. Our tools and resources systematically enhance employee engagement and, at the same time, build the capabilities and confidence of managers and supervisors — creating a built-in, on-the-job leadership development process.

The Employee Engagement solution uses engagement assessments that are scientifically validated using a state of the art measurement process. Reports are available at your fingertips and are designed to easily identify and select high-leverage improvement areas. But it doesn't stop there. Action maps targeted to specific engagement practices enable you to focus on those high-leverage improvement areas, ensuring you have a road map for success.

PointClickCare Customer Experience

Measuring customer experience is critical, and using the data to drive improvements is even more important. The value of feedback obtained from customers cannot be overstated — it plays an important part in promoting your facility in an increasingly

competitive marketplace. The customer experience solution uses scientifically validated assessments designed by experts in the field. Reports are sent directly to your inbox and are designed to easily identify high-leverage improvement areas. Providers who utilize the collected data to drive progress have a greater opportunity to attract new customers and will be able to present factual evidence of systematic and targeted process improvement initiatives, as well as the results of those efforts.

Benefits of PointClickCare Employee Engagement and Customer Experience

- **Improved Business Results** — The evidence is clear – if you want to drive improved financial performance, regulatory compliance, employee retention, and the ultimate customer experience, an engaged workforce is the key.
- **Enhanced End User Experience** — The information you need to drive results is provided in an easy to understand, intuitive, action oriented format that is linked directly to the tools and resources needed to take action. You will be supported by a team of professionals committed to the best service experience available in the marketplace.

To learn more about PointClickCare, contact your PointClickCare Account Representative today. Call 1.800.277.5889 or complete the form www.pointclickcare.com/contact-us.

PointClickCare Employee Engagement and PointClickCare Customer Experience are joint solutions of PointClickCare and Align (www.align30.com). The products are available exclusively from PointClickCare. PointClickCare is advancing senior care by enabling long-term post-acute care (LTPAC) providers to achieve the business results that matter – enriching quality of life for their residents, improving financial and operational health, and mitigating risk. Recently recognized as the 2015 #1 long-term care software vendor by KLAS Research, PointClickCare offers a portfolio of cloud-based software and services designed from the ground up to help providers manage the complex requirements of senior care. With a suite of fully integrated applications powered by an interoperable, mobile friendly, and regulatory compliant electronic health record and revenue cycle management platform, PointClickCare helps our customers connect and collaborate within their care network, achieve and demonstrate higher quality outcomes, optimize financial performance, and simplify their regulatory burden. Over 13,000 skilled nursing facilities, senior living communities and home health agencies use PointClickCare today, making it the North American healthcare IT market leader for the senior care industry. For more information on PointClickCare's ONC certified software solutions, please visit www.pointclickcare.com.

PointClickCare®



@pointclickcare



/pointclickcare



pointclickcareEHR

www.PointClickCare.com • success@pointclickcare.com • 1.800.277.5889