
Metrics Dashboards for Board and Member Engagement

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What's a dashboard?



What's a dashboard?

“ a set of information and data that is shared on a regular schedule measured against an agreed upon benchmark or goal”

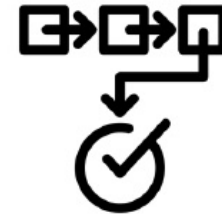
The measure, monitor, manage framework . .



Created by pictokaven
from Noun Project



Created by Rafael Garcia Motta
from Noun Project



Created by EronGyrdok
from Noun Project



What should go on our dashboard?

- **Whatever is important to you!**
 - Comparisons . . . to last year, budget, industry
 - Trends
 - % improvement
 - Counts, progress against specific numerical goal
 - **Should be linked to a specific, shared goal**
-

Start with the goal, then think about measures . . .

- What are some issues you struggle with?
- What are some goals you would like to meet?
- What would you like to communicate regularly to members?

How to measure?

- What would make us think this is true?
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Recruitment and Retention example

Basic measures

- Hires/Terms: Net Monthly Change in Caregivers
- Total Applications
- Total Interviews
- Turnover Rate
- Average Caregiver Compensation per Hour
- # Caregivers in First 90 Days
- # Voluntary Employee Departures
- Recruitment Sources

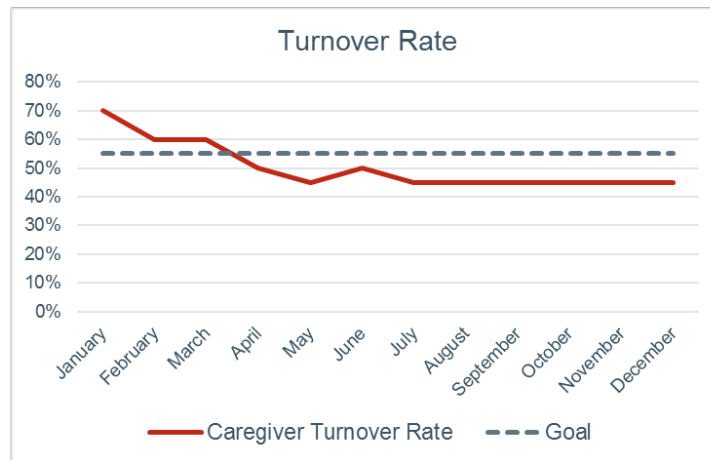
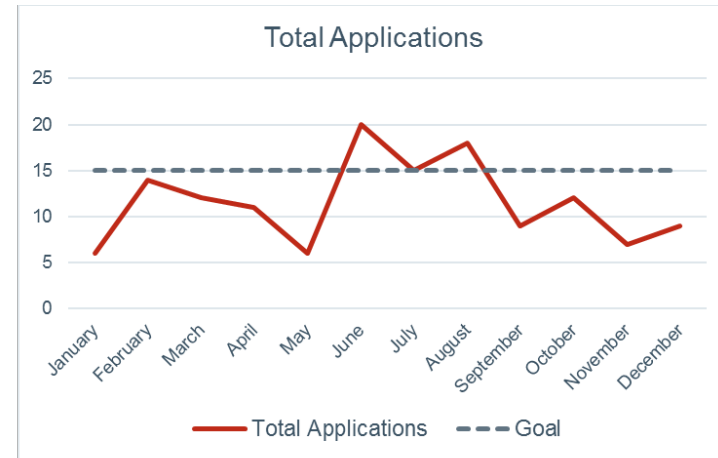
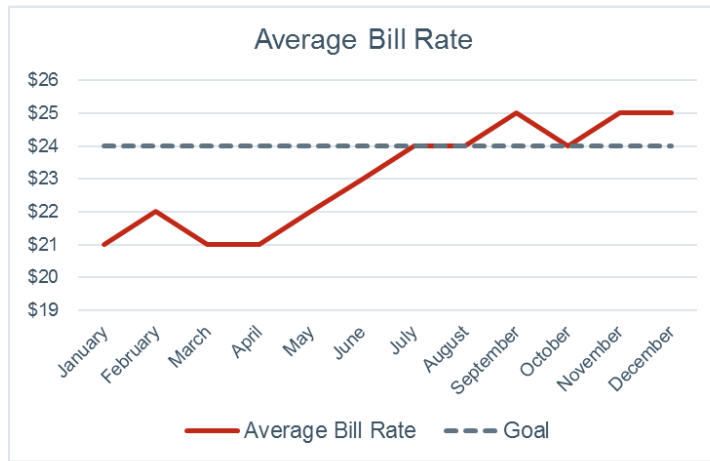
Next level measures

- Recruitment Cost per Hire
 - Regional Wage Comparisons
 - Caregiver Length of Employment
 - Caregiver Visits per Day
 - 90-Day Retention Rate
 - Caregiver Net Promoter Score for Satisfaction
 - Recruitment Marketing Return on Investment
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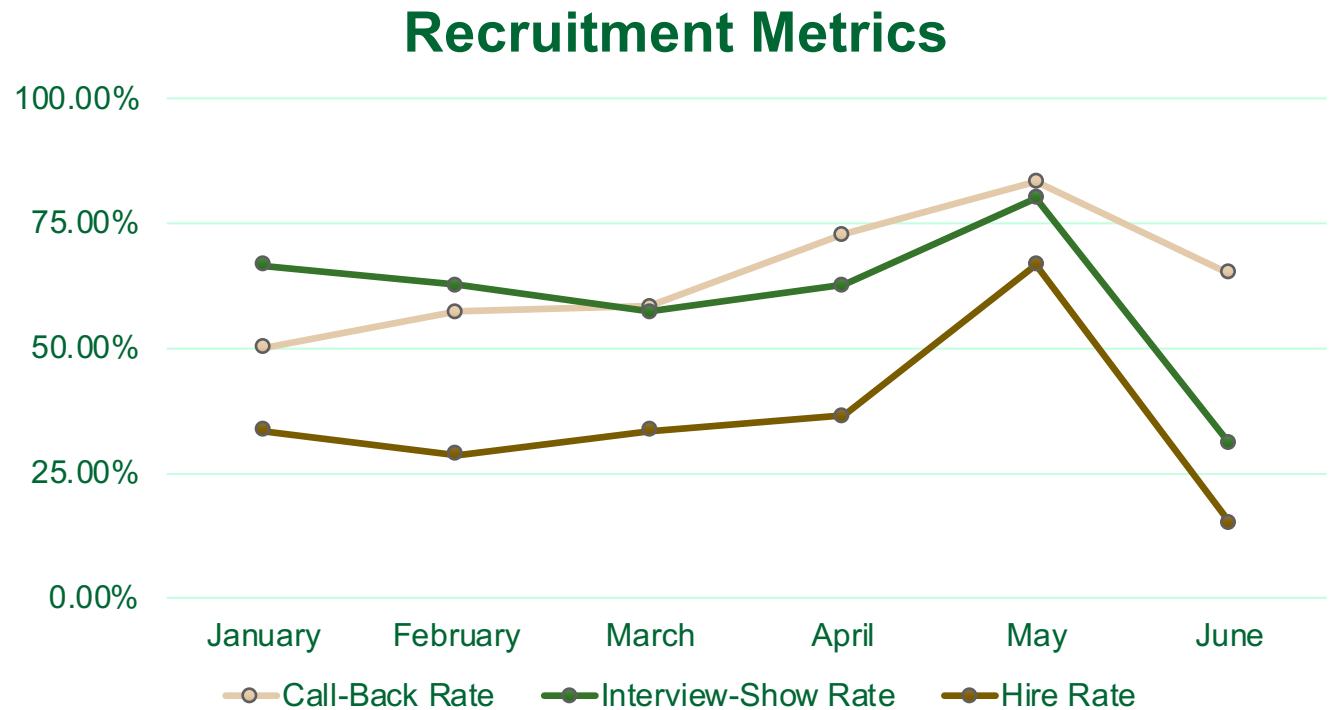
Tracking period depends on metric . .

Metric Tracking Period		
<u>Weekly</u>	<u>Monthly</u>	<u>Yearly</u>
Client Hours	Client Hours Cash on Hand Average Hourly Rate Average Hourly Labor Cost Receivables Hourly Gross Margin Travel Metrics Revenue by Payer Caregiver Turnover	Client Hours Fixed Costs Caregiver Turnover Revenue by Payer Wage Rates Fixed Costs

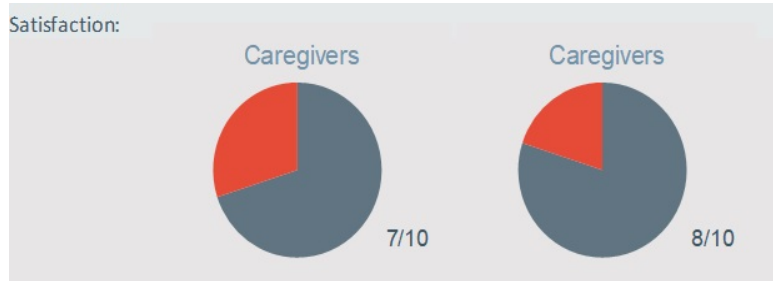
Trend analysis can help you see results



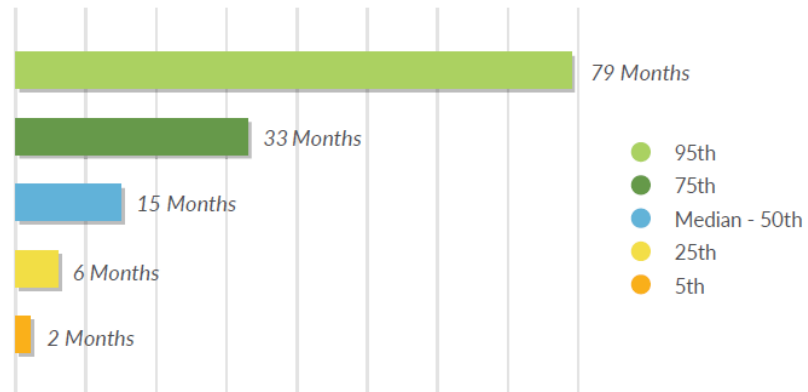
Can combine multiple sources of information on one graph . . .



Charts and graphs can help . . .



4.16 Caregiver Length of Employment - Percentile Ranking



The data for this graph was gathered as part of Home Care Pulse's Quality Management Program. The data was determined by looking at how long a caregiver had been employed as of 12/31/17.

Some other examples

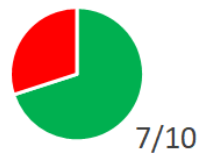


Sample dashboard for a homecare coop . .

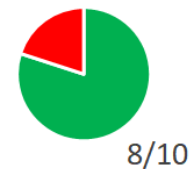
	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>
<u>Recruitment/Retention:</u>				
Applications	13	44	11	5
Hires	0	2	3	0
Involuntary Turnover	3	2	0	0
Voluntary Turnover	0	0	1	0
Total Turnover	3	2	1	0
Net Change in Workforce	-3	0	2	0
<u>Business Metrics:</u>				
Billable Hours	3,397	3,650	3,524	940
Avg. Bill Rate	\$21	\$20	\$21	\$22
Gross Margin	33%	32%	33%	34%

Satisfaction:

Caregivers



Clients



What are your 3 – 6 key metrics?

- Can be across areas:
 - Recruitment/retention
 - Business financial
 - Satisfaction
 - other . . .
 - With whom and how do you want to share them?
 - Metrics are only as good as their quality and consistency of their use!
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