



# Top 10 Key Metrics For Administrators



## 1. Scheduler Utilization

How are they using the scheduler? What are their average hours? Measure which caregivers are working most and least and shift responsibilities to prevent burnout and boost employee satisfaction.



## 2. Service Hours

Track how home health aids, nurses, and other care workers are performing over time.



## 3. Caregiver Capacity

Tracks each person's capacity also helps prevent burnout and reveal who needs extra support.



## 4. Shift Offer Reports

Tracks the rates at which caregivers accept/reject shifts, and which shifts they prefer. Another useful tool for identifying potentially overworked caregivers.



## 5. Time Per Visit

Not only a measurement of efficiency, but a critical scheduling tool.



## 6. Visit Approval Reports

Ideally this will run like clockwork, but understanding which of your visits are approved and which require manual inspection can reveal valuable trends. E.g. which care providers may benefit from more oversight and support?





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## 7. First and Subsequent Visits

Review how many new clients' first visits occurred in one month, and then when their next visit was. This can help ensure that every client receives timely care.



## 9. Caregiver Satisfaction

Using AI algorithms, satisfaction scores pinpoint causes of churn, examining factors that include recurring shifts and scheduled hours. This can help to identify trends and take preventative action on churn.



## 8. Skills and Competencies Reports

These keep track of your caregivers' credentials. Knowing when credentials will expire and exactly what skills new staff bring to the table helps to ensure that every client is matched with the right caregivers.



## 10. Continuity of Care

Valuable metric on achieving client-caregiver chemistry. By taking a holistic look at how clients and their caregivers are connecting you can create a more accurate understanding of what the ideal matchup looks like.

