

HOW DATA-DRIVEN INSIGHTS ARE ENABLING EVEN HIGHER QUALITY CARE OUTCOMES

CLIENT SNAPSHOT



Industry: Care Provider



Location: Western Australia



Employees: ~1,000+

One of Australia's largest care providers knew things could be better.

- Some teams weren't engaged while others were excelling.
- Management were concerned the quality of care was being impacted and auditors might recommend changes.

Unable to pinpoint what to focus on to improve, they engaged CISCA across their organisation including employees, consumers and their families.

CISCA INSIGHTS

70%

Consumer Net Promoter Score* (Industry Average 44%)

*Willingness of consumer to recommend a product or service

9/10

Customer Satisfaction rating

76%

Staff Engagement (Industry average 51%)

7/10

Staff Culture rating

CISCA is an assessment tool specifically designed for teams in the Care Industry to help organisations understand where their biggest risks and opportunities lie.

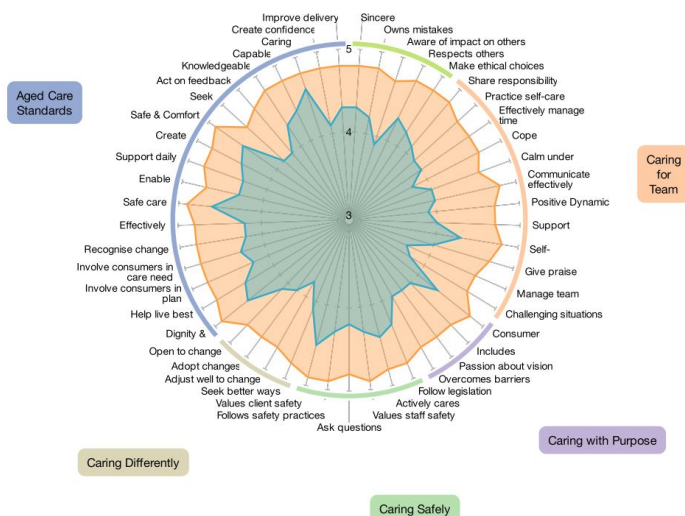
CISCA allows you to measure your performance against elements of the Australian Care Standards by measuring:

- Care Capability
- Employee Engagement
- Consumer Satisfaction
- Organisational Culture



"GOOD" TEAM

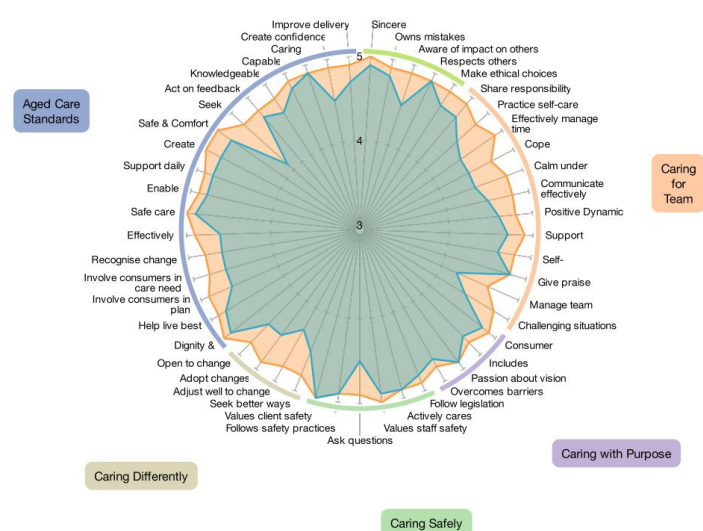
Caring with Integrity



66% Employee Engagement
51% Consumer Net Promoter Score

'GREAT' TEAM

Caring with Integrity



81% Employee Engagement
84% Consumer Net Provider Score

What's the 'Great' team got that the 'Good' team doesn't?

68% higher NPS and **23%** higher engagement

People-focused vs task-focused leadership

High level of genuine care for each other

Comfortable engaging in constructive conflict