# Tour INSITE & Pre-Qual INSITE Approach

# Day 1

## Week 1

#### **Brief**

Establish brief from provider with key touch points to be discovered and or challenged

#### Persona

Based on brief develop key persona and scenario parameters. Establish tour plan and communicate to key contact

### **Post Tours**

# Week 2

#### Compile

Upload of data set to portal for client review

#### Pre-Qual & Tour

Conduct calls and/or tours as briefed with key contact

### 1Week

# 2 Weeks

#### Review

1 week Post completion of program deliver results to key contact

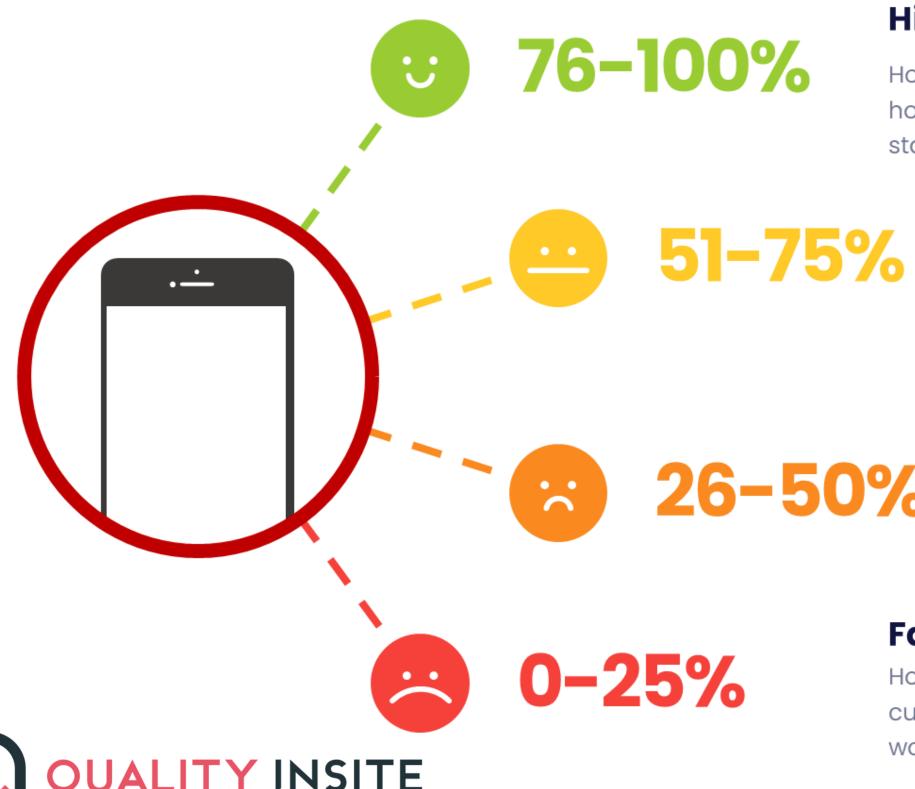
#### Recommend

Post review session recommendation for further training etc. to be followed up on



# **RATING SYSTEM**

How we maintain a consistent approach



### **High PERFORMING HOME**

Home representatives can answer set questions, understand how to ask the right questions. The environment to set at a high standard of cleanliness and well maintained.

#### **Moderate PERFORMING HOME**

Home representatives have a sound understanding of Aged Care entry and can ask some pointed questions to extract key details. Environment is tidy with some minor blemishes to cleanliness, some areas for improvement with furnishings and maintenance

#### **Poor PERFORMING HOME**

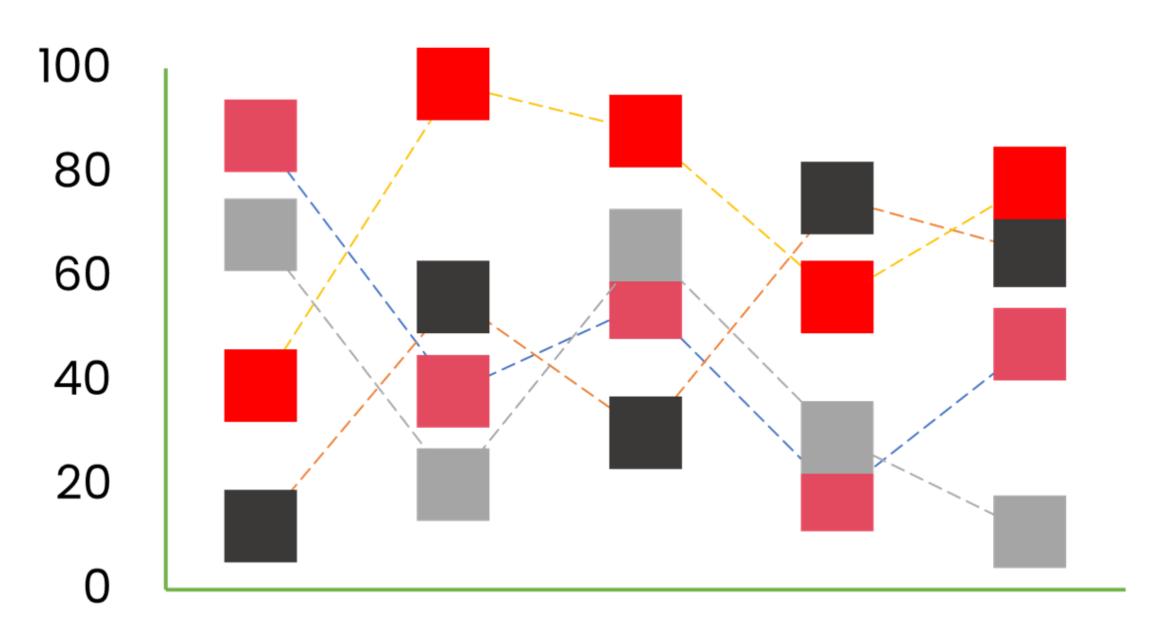
Home representative with little to no knowledge of Aged Care entry, understands aspects of their Home but no more than that. Environment requires work and areas of sensory improvement required for housekeeping.

### **Failing HOME**

Home representative non-existent or extremely poor with basic customer service skills. Home look, feel, smell, sounds all require major work.

# **SURVEY RESULTS**

Establish a baseline and then improvement



18 - 24 25 - 32 33 - 40 41 - 55 56 - 75



#### **Base line**

Establish a view on what your first impressions are like now.

### Train and implement

Now that gaps are known through factual findings train staff and implement recommendations

### **Review Again**

Review using same method to measure any shift or improvement.

### Make tough decisions

If improvement great keep going, if not you may need to review deeper issues such as process and or greater environmental issues.