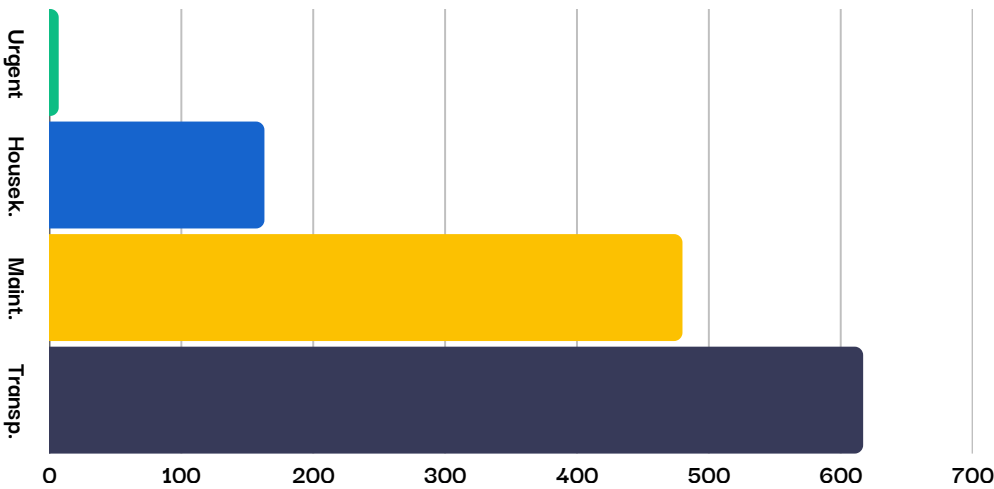# OPERATIONAL ASSESSMENT SNAPSHOT
COPPER CREEK SENIOR LIVING

A high-level analysis of people, processes, and tools impacting service delivery and resident satisfaction

Staff interviewed: 11 (Admins, Nurses, CNAs, Dinning, Maintenance)

Average Response Time Per Request

Urgent | Housek. | Maint. | Transp. (bar chart, x-axis 0–700)

The average amount of time per service request within the past 90 days (7/1/2024-10/1/2024) as **expressed in minutes.**

Note: urgent requests had the fastest response time at 7 minutes. Transportation requests had the slowest response time at more than 10 hours.

Staff Technology Comfort Level

10% High Comfort

27% Medium Comfort
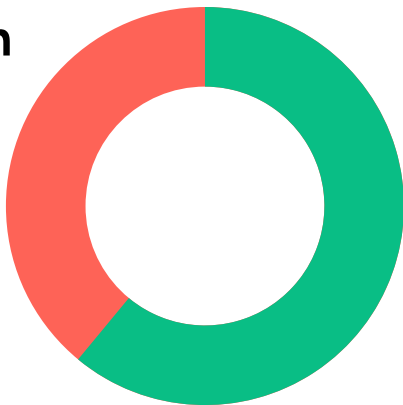
63% Low Comfort

Facility Efficiency Score (FES)

43% FES Score

$FES = (Pw \times Wp) + (Ps \times Ws) + (T \times Wt)$
- Pw = People subscore (0-10 scale)
- Ps = Processes subscore (0-10 scale)
- T = Tools/Technology subscore (0-10 scale)
- Weights: $Wp = .3$; $Ws = .4$; $Wt = .3$

Resident Satisfaction

39% Dissatisfied

61% Satisfied

Survey respondents' stated satisfaction by percentage (7 point Lkert Scale; Very Satisfied to Very Dissatisfied)

Areas for Improvement

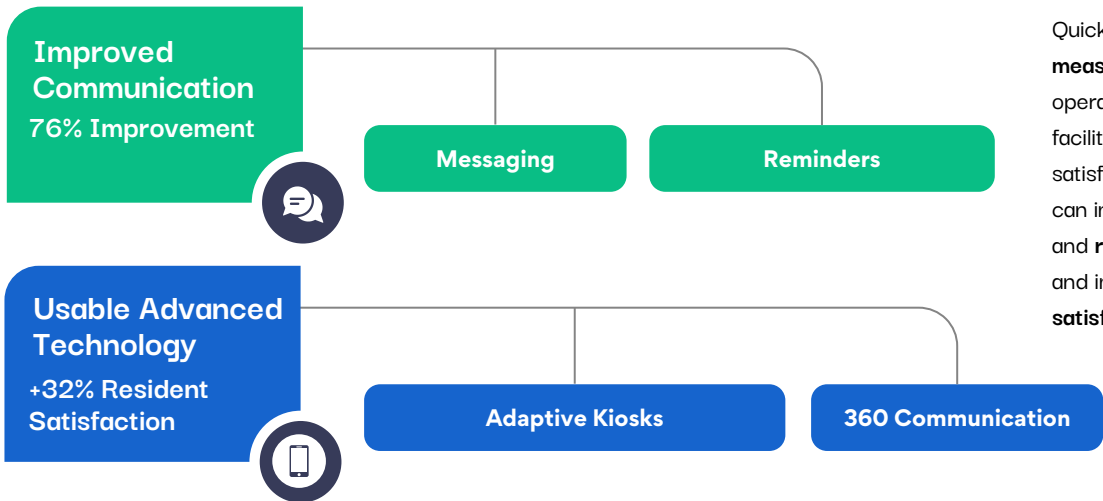If you could drastically improve only one thing at Copper Creek, what would that be?

Communication	52%
Activities	8%
Meal Quality	13%
Facility Technology	27%

How Quick Connect Can Help!

Improved Communication
76% Improvement
- Messaging
- Reminders

Usable Advanced Technology
+32% Resident Satisfaction
- Adaptive Kiosks
- 360 Communication

Quick Connect can have a **measurable impact** on the operational efficiency of your facility as well as resident satisfaction. We believe we can improve communication and **response time by 76%** and improve resident **satisfaction by at least 32%.**