

ICAA/ProMatura Wellness Benchmarks

Metrics for the active-aging industry

Assigning the passwords

Your community can have up to 4 user names/passwords for staff to access the system.

- One username/password is for the Administrator. This is the ONLY person who can see everything in the system: the Community Survey and all of the Participants and Activities.
- Three username/passwords can be assigned to staff members to maintain the list of Wellness Activities and track residents' participation. The staff can ONLY see the list of participants and activities.

You can assign residents username/passwords so they can complete the annual satisfaction survey online and track their participation in designated wellness activities themselves. Residents will see ONLY their own name and the Activities list. They cannot see anything else.

You control who has access to the system. You choose which/how many staff can access it, and if residents can. They don't have to—it's up to you.

- Only the Administrator can assign passwords/logins to staff members, and only the Administrator can change these.
- ICAA/ProMatura will secure the logins/passwords. It is your responsibility to keep these secure in your organization.
- There is a capability for the Administrator to contact ICAA/ProMatura if a password is lost. However, no staff member or resident can do this. They need to go to the Administrator if their passwords/logins are lost.

Assigning passwords

For example, you may choose to keep the Administrator username/password in the office of a senior manager who will complete the Community Survey and monitor the system. You may choose to assign the Administrator login to a wellness director or other staff title whose responsibilities include program management and budgeting.

The Administrator can monitor that the Staff is using the system and keeping it up to date. The Administrator can also pull out certain reports at any time.

Staff logins only see the list of residents and the list of activities. You may assign this to wellness staff, or to an administrative person who collects schedules, sign-in sheets or attendance logs from the wellness staff.

The advantage to allowing selected residents to use the system is that some people are motivated to track their attendance. Also, a resident who enters ongoing participation is one less resident for a staff person to enter.

A disadvantage is possible confusion on the part of residents, which requires staff time and attention to answer resident questions. Another is that residents cannot see a record of their own attendance. Once a resident (or staff person) clicks that X resident attended X activity, the activity disappears from the screen. Consequently, residents cannot use the system as a personal record of their activities.

Benchmarking system	Information collected	Frequency	Access
Community survey	General information about the property, counts of residents and program participants, average length of stay, staffing, staff education and length of service	Once a year	Administrator
Resident log	List of residents who participate 12 times/year	Ongoing	Administrator Staff
Resident satisfaction survey	Resident perception of overall community, wellness program, DOB and date of entry into community and program	Once a year	Administrator Staff Residents
Activities log	List of program activities that match generic types provided	Ongoing	Administrator Staff
Resident participation in Activities	Attendance of resident in each Activity	Ongoing	Administrator Staff Residents