



## Engaging the Consumer in advance of the new quality standards

With the new quality standards being introduced in July 2019, Coffs Coast Legacy (Legacy) understood the need to become more consumer centric as an organisation. They also wanted to ensure that they implemented a simple yet comprehensive solution that their consumers, family, community and employees would find easy to interact with on a daily basis.

In December 2019, they implemented 7 HappyOrNot devices to measure everything from cleanliness, to retail, to care, to staff well being, to experience and meal satisfaction, to provide an overall dashboard of how Legacy is delivering its services to the consumer.

*“We were looking for a simple system that was user friendly but could give us layers of data that we could gain information to make improvements to our systems and processes.” states Shawn Bergquist, CEO/Director of Nursing.*



Photo 1 - Smiley Touch in reception

## Simple and easy engagement tool for all parties

Legacy in the past has struggled to get regular feedback from consumers, community and the employees to help make informed improvements to the services that they provide. With the changes in the quality standards they knew that they needed to improve their engagement and went to market to look for a simple and easy tool to help them engage more frequently.



Photo 2 Smiley Terminal in dining room

Through this they came upon HappyOrNot and PushMyButton. After careful consideration they chose to utilise multiple HappyOrNot devices to capture feedback at different points in the experience throughout the residential care, retail shop and employee staff room.

Via the different smiley terminals they are able to collect feedback from the consumers on their experience and via the Smiley Touch dive a little deeper into why the feedback was given to enable further improvements to be reviewed. In the last 3 months of usage they have captured over 4,500 feedbacks pinpointing hours and days where improvements could be made, while identifying times when they are delivering a great experience. Through the open feedback and sharing of the results with the employees they can jointly work on action plans to close the gap in expectations.

## Identifying priority focus areas

Now that the smiley terminals have been deployed for 3 months, Legacy are now at the point where they can start pinpointing areas of improvement and where service is being delivered above expectation. Through the simple and intuitive reporting portal and app, Legacy can utilise the results to create action plans to support the next stage of meeting the new standards, they can quickly and easily monitor the impact of any changes implemented and make decisions in real time whether or not the improvement is adding value or not.



Through the use of the Smiley Terminals consumers, family members, community and employees can provide feedback every minute of the day to how the experience is being received at Legacy. This level of engagement has never been achieved before and demonstrates loud and clear to the community that Legacy cares about the services and the well fair of its community.

*“The system is very easy to gain information that is easily translated into useful data. It is also easy to provide our Board of Directors with information that they also can understand and use to influence their decision making processes.” states Shawn Bergquist*



Photo 3 Smiley Wall in home

## About the customer

Legacy is a charity providing services to Australian families suffering financially and socially after the incapacitation or death of a spouse or parent, during or after their defence force service. At Coffs Coast Legacy we currently care for more than 450 widows and dependants of the 65,000 widow(er)s and 1,800 children and disabled dependants throughout Australia.

Legacy is dedicated to enhancing the lives and opportunities of our families through innovative and practical programs aimed at:

- the protection of individuals and family’s basic needs;
- advocating for their entitlements, rights and benefits;
- assisting families through bereavement; and
- helping people thrive, despite their adversity and loss

Coffs Coast Legacy is also the only Legacy Club with a Residential Aged Care Facility. We provide 49 High Care beds for the Coffs Coast Community. The Home has been in operation since 1975 and have recently undergone a major redevelopment.

## Benefits

- HappyOrNot has helped Legacy to:
  - Give their consumers, families, community and employees a voice
  - Provide a simple, cost effective solution to collect timely feedback, every hour, every day
  - Provide an overall dashboard of consumer performance across the Legacy Site
  - Provide a mechanism for recognising the great efforts that staff undertake in delivering a great consumer experience.
- Provide the tools to support the new quality standards, enabling them to demonstrate that they are a consumer focussed aged care provider
- Legacy has received over 4,500 feedbacks since service commencement in December 2018 and across most areas has seen an improvement in service or experience in the initial 3 month period of usage.

## About Push My Button

Push My Button is the official reseller of HappyOrNot in the Pacific Region. Push My Button has been reselling and supporting customers in health since 2013 and has customers in all facets of health, from Aged Care, to Health clinics, to Hospitals, to specialist providers and in pharmacies.

If you would like to find out how HappyOrNot could support you in meeting the new Aged Care Standards or help you gather the all-important patient and visitor feedback, get in touch at [sales@pushmybutton.co.nz](mailto:sales@pushmybutton.co.nz).