# NHPCO
Leading Person-Centered Care

The STAR Dashboard is a tool that allows organizations, via their designated STAR Administrator, access to STAR response data in real time and with a variety of benchmarks available. The Dashboard provides organizational data and compares it to the STAR national participants for that calendar year, to provide insight into how your organization is performing according to your team members.
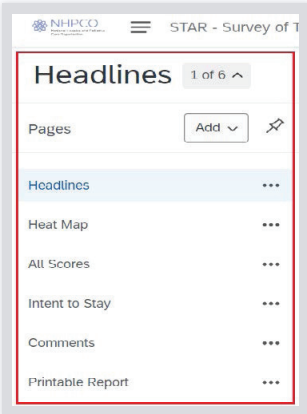

The Dashboard consists of six sections:

▌ **Headlines**
▌ **Heat Map**
▌ **All Scores**
▌ **Intent to Stay**
▌ **Comments**
▌ **Printable Report**

You can jump between these sections by selecting the drop-down menu at the top left of the Dashboard

HEADLINES: Provides a snapshot of the organization's performance with an overall Engagement score (positive vs negative responses) and compares it to the pool of STAR participants across all organizations. This page also provides the current number of responses in real time.
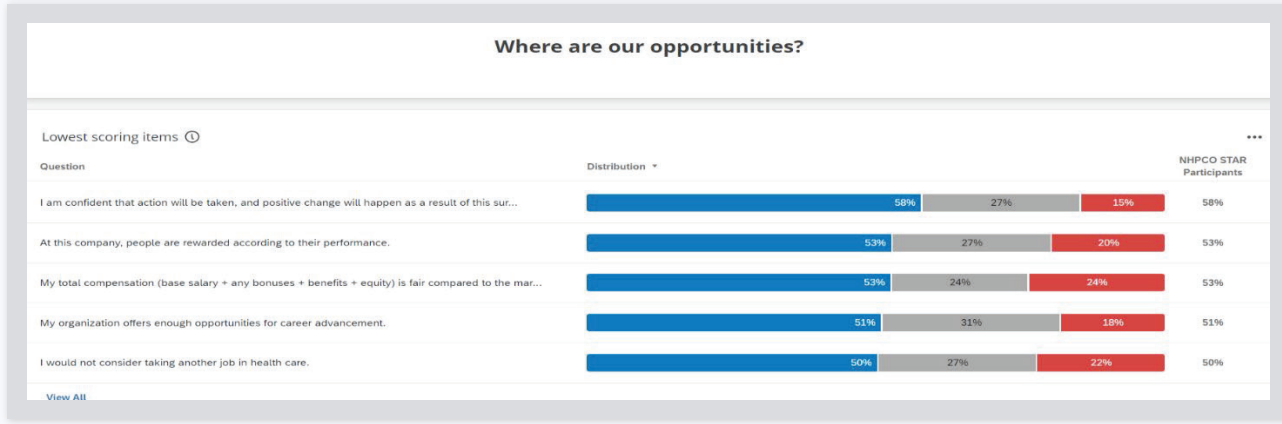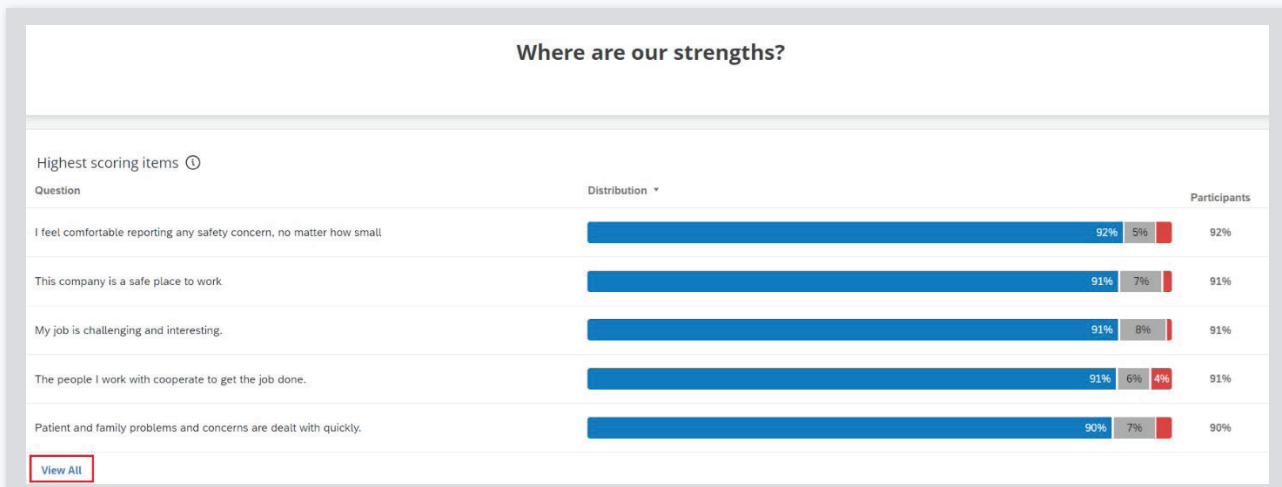
Further on the Headlines page will be breakdowns and heat maps to show both high and low-scoring areas:
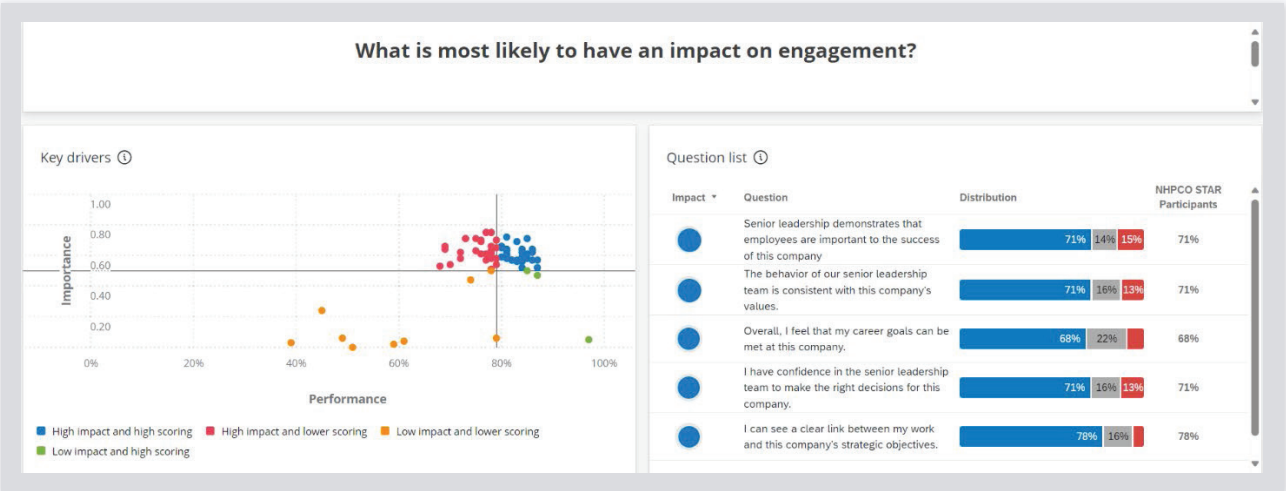
Individual Key Driver data points can be highlighted to provide response breakdowns at the question level:

Also included are breakdowns by top scoring and lowest-scoring areas, with the opportunity to expand the sections to show all questions and scores:

All my organization's results ⓘ ⚠

Comparison: NHPCO STAR Participants

Breakout: ManagerID ⌄

| Dart ID |
| Division |
| ✓ ManagerID |

HEAT MAP: The Heat Map breaks down organization's results by Division or Manager ID (both designated by the survey administrator at the time the survey roster is provided). This is a visual representation of high and low scores by the designated staff groupings. It allows monitoring of performance by division or by reporting structure.

***Note** – the visual below represents all STAR data – your organization's heat map will only include the Division or Manager ID categories that you choose when we set up your STAR.*

Explore brightspots and hotspots in your organization

All my organization's results ⓘ ⚠

Comparison: **NHPCO STAR Participants**

Breakout: **Division** ⌄

|	NHPCO STAR Parti…	3 - Clinical	ADMIN	AIDE	AdOth	Admin - H	Admin - S	Administration	Administrative	Admissions	Admit	Asso
Responses	1,696	21	56	33	8	11	9	53	96	8	3	3
> Collaboration	81%	95%	79%	74%	84%	68%	86%	75%	79%	63%	58%	83%
> Communication	76%	94%	69%	73%	59%	61%	83%	71%	73%	53%	58%	100%
> Company Leadership	69%	99%	72%	67%	72%	61%	94%	75%	60%	47%	67%	83%
> Patient & Family (Customer) Focus	80%	97%	73%	81%	67%	65%	98%	82%	68%	74%	-	-
> Employee Engagement	73%	95%	73%	76%	70%	49%	86%	76%	65%	68%	76%	57%
> Growth & Development	70%	88%	59%	70%	68%	55%	69%	74%	67%	63%	60%	73%
> Inclusion	77%	95%	72%	76%	81%	65%	91%	77%	79%	58%	100%	67%
> Job Enablement	88%	96%	82%	90%	88%	66%	97%	88%	88%	97%	92%	83%
> Performance and Accountability	70%	82%	67%	72%	66%	59%	89%	63%	67%	56%	75%	100%

ALL SCORES: A list of all STAR survey sections and the respective scoring in that area:
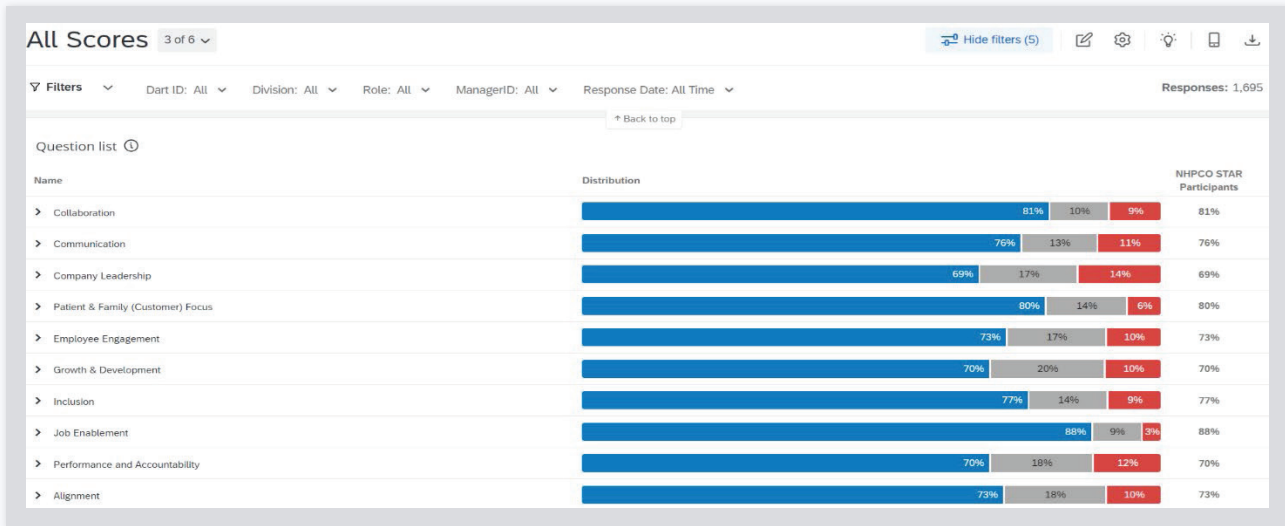
Each section can be further expanded to include the questions that comprise the section. For example, expanding Collaboration will show the results of each question in that section as seen here:
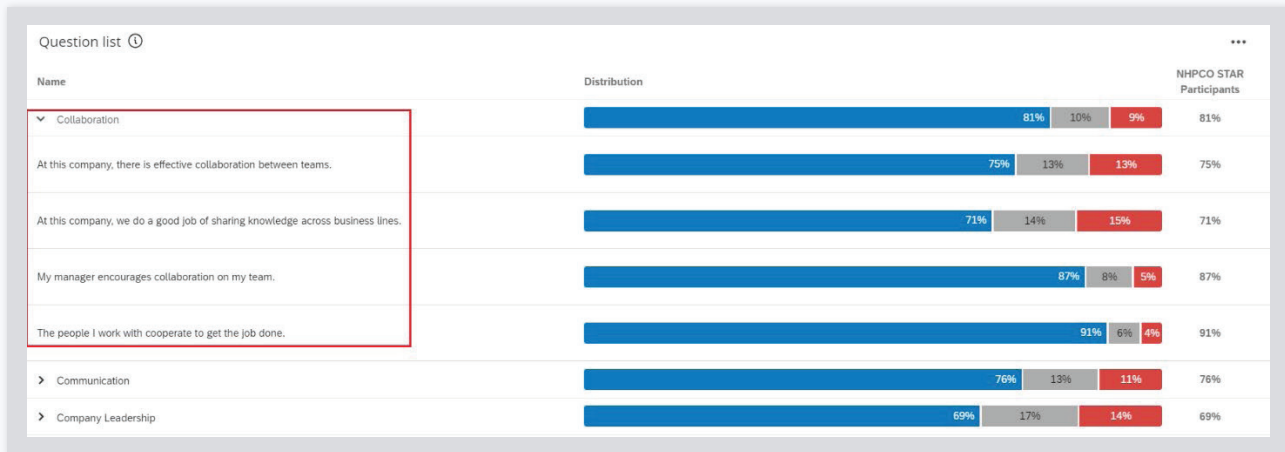
INTENT TO STAY: A breakdown of employee sentiment relating to staying with the organization, with breakdowns available by Division and a data point map:
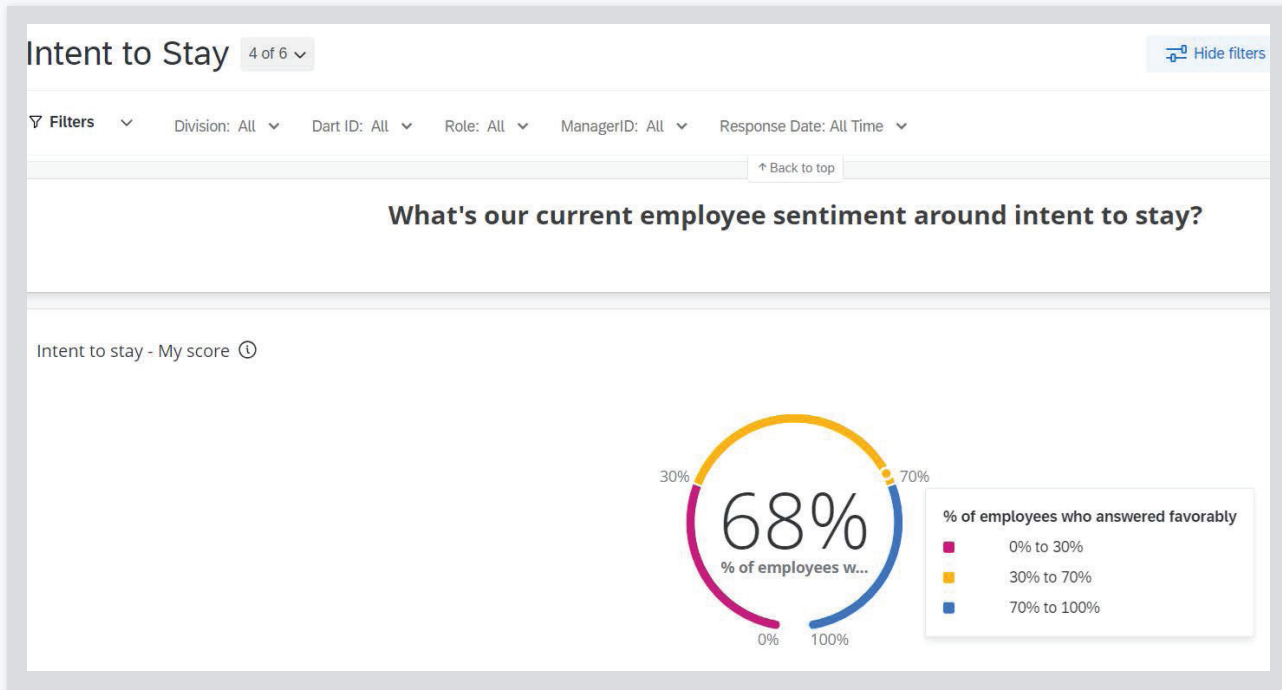
Individual data points from the point map can be highlighted to show a response breakdown for each question by hovering your curser over the metric:

COMMENTS: The STAR includes questions that request a narrative response. These are provided as comments and included on the Dashboard for downloading. The comments are provided in an anonymous format to ensure privacy of STAR participants.

Word cloud breakouts are also available at the botom of this page on the dashboard:
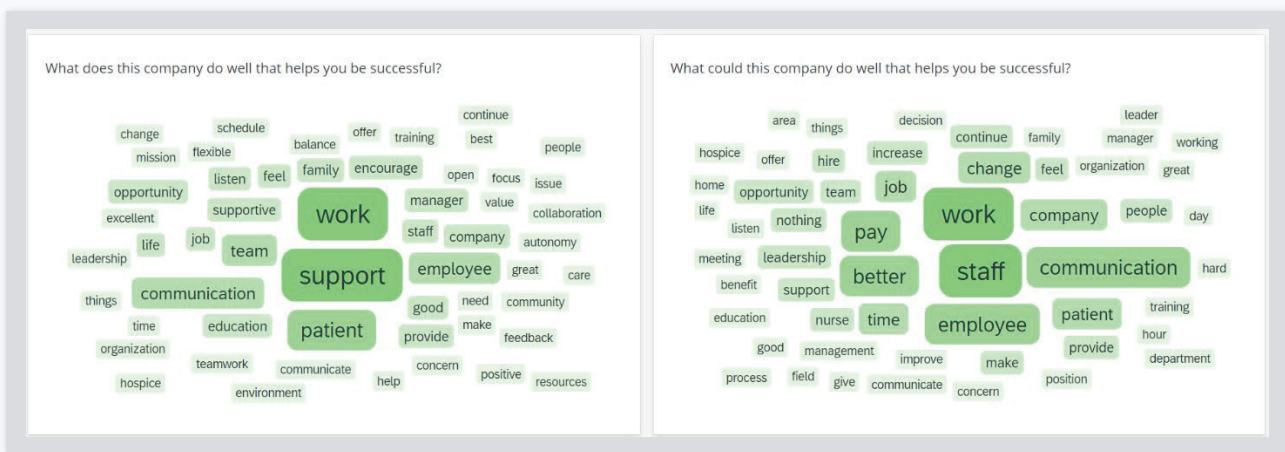
PRINTABLE REPORT: The Printable Report view consolidates the following sections

▌ Headlines – Highest and Lowest scoring items
▌ Complete list of questions and scores
▌ Intent to Stay

Dashboard views can be downloaded by selecting the Download buton found on the top right menu:

For assistance with implementing your STAR & any questions, please contact us at STAR@nhpco.org