TQM: Real-Time Analytics

How Do We Ensure Quality?

Our proprietary TQM platform measures real-time analytics that evaluates and monitors progress for continuous improvement.

CARE ANALYTICS

GOAL 1:
Referrals Turnaround

GOAL 2:
Referrals

GOAL 3:
Client Onboarding & Acquisitions

GOAL 4:
Acquisitions

GOAL 5:
Net Clients

R&D ANALYTICS

GOAL 1:
Monthly Retention

GOAL 2:
Overlap

GOAL 3:
Talent Development

GOAL 4:
Monthly Supervisor Webinars

GOAL 5:
Quarterly Rallies

GOAL 6:
1-Year Retention

CLINICAL ANALYTICS

GOAL 1:
Net Clients

GOAL 2:
1:1 Utilization

GOAL 3:
Billable Client Session Audit

GOAL 4:
Supervisor Utilization

GOAL 5:
Client Retention

GOAL 6:
Underserved

SERVICE ANALYTICS

GOAL 1:
Late Starts

GOAL 2:
Maximizing Staff Availability

GOAL 3:
Substitutes

GOAL 4:
Underserved

GOAL 5:
Wait List

TALENT ACQUISITION ANALYTICS

GOAL 1:
Clinical Hiring (CM)

GOAL 2:
Clinical Hiring (Non-CM)

GOAL 3:
Admin Hiring

GOAL 4:
Waitlist

GOAL 5:
Underserved