

### MANAGE - EVALUATE - REPORT

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### Web-Based Quality Assurance / Quality Improvement Program

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# MANAGE

#### **Customize Your Evaluation Forms, Categories and Questions**

It is easy to customize evaluations to meet your requirements. Our Form Wizard allows you to create Categories, Questions and apply a Points System to each question giving you the ability to "weigh" the questions by importance.





Web-Based Quality Assurance / Quality Improvement Program

## EVALUATE

#### **Quick, Easy and Accurate Solution**

Spend less time setting up the evaluation and more time analyzing the results. Simply select your evaluation form, choose your employee and you are ready to go!

You have options to require evaluator and employee signature's on your completed evaluations to provide acknowledgement of receipt of the evaluation.

SEECOM - Southeast Emergency Communications				Account Popular	Evaluation	sicome: Vilea	Ubrary Mahajan	A (*		
EVALUATION: ! Call Taking F	ior Police Incidente (									
Employee	Russ Roal	Date	5/8/2019	CAD / EVENT #				778795429		
Evaluator	Vias Mali	Time	2:02 PM	OA Evaluations Date			5/15/2019			
Nature of call	Domestic Violence	Address	123 Main	QA Evaluation Time		1.55 PM				
😰 Edit QA Details										
Interview Questions (DB)										
QUESTION				POINTS	YES	NO	REFUSED	N/A		
Verified address of occurrence? (Location/ Address	a / City)			60	0	0	10	-0.		
Tell me about your self?				50		0				
Questioned about description of subject / offender()	aj?			20				0		
Exceeds Standards				20			0			
Verified address of occurrence? (Location / Addres	s / City)			200	0					
Questioned about offender's location?				20		0				
Ouestioned about need for an ambulance?				20	0					
Questioned about number of subject / offender(s) in	nvolved?			20	0					
Ouestioned about direction of trave?				20		0				
Questioned about description of vehicle?				10	0					
Automatical and a sector of and						-	_	-		

from any device!

Contact Us for More Details: 855.794.1576 www.frontlinepss.com/QA



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# REPORT

#### Let the Results Work for You!

Now that the evaluations are complete and stored nicely within your QA Tracker, take full advantage of your data and truly analyze the results.

With real-time dashboards and reports, you can easily identify trends, positive

qualities, and areas for improvement, which allows you to monitor progress and provide training when needed.

Filter reports by:

- Employee Performance
- Evaluation Form
- Date Range
- Individual Questions
- Evaluators

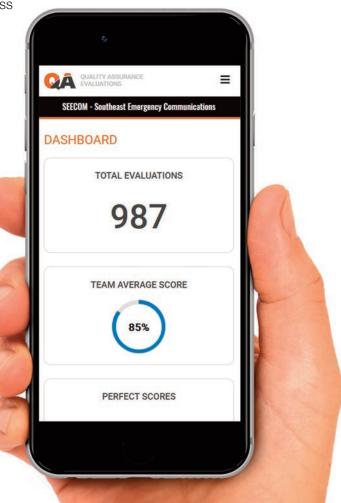
I can now quickly and easily obtain data to measure and prove how well our staff is doing.

Jason E. Kern, CPE Southeast Emergency Communications

A simple click to Email or Print Evaluations and send results to employees and supervisors.



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### Manage, Evaluate, & Report Your Quality Assurance Evaluations

- Manage Account
- Manage Employees
- Create QA Evaluations
- Store Documents in Library
  - Report Results of Evaluations

#### Manage Cost of Risk

- Pre-loaded evaluation forms makes getting started simple
- Proactively identify gaps in your training program.
- Evaluate Results, Develop Training, Reduce Risk
- Quantifiable data on the processes your employee's provide

This product allowed us to significantly enhance our QA Program while reducing the time commitment and documentation from our evaluators.



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