Accounts, Outcomes, Impacts
VSys Webinar - July 2015

VSys Tools:

Accounts and Outcomes: What we want to track to show how we are influencing. Counts of things.

Communities Served: Hours and volunteers connected to communities or initiatives

Job Value: Monetary value for the task being done

Example Scenario:

A hospital with two "improvement" initiatives:
- 1) Patient/Family Services
  - Coffee cove
    - How many cups of coffee served
  - Information Desk volunteer
    - How many queries answered (contacts)
- 2) Patient Experience
  - Patient Book cart
    - How many books delivered
    - How many patient contacts
  - Pet Therapy
    - How many patient visits

Accounts and Outcomes:

Enable the feature under **System preferences and feature enabling -> Feature enabling**

Create the *Account types*, then set up the *account/outcomes*.
- **Setup -> Accounts and outcomes -> Setup account types**
- **Setup -> Accounts and outcomes -> Add account/outcome**

Link the *Account/outcome* to the *specific job*

  Setup -> Job and job group definitions -> Associated accounts

Communities served:

Create the *Communities*
- **Setup -> Jobs -> Communities served -> Add communities served**

Link the *Community* to the *specific job*

  Setup -> Jobs -> Job and job group definitions -> Communities served

Job values:

Create the *Job value (Globally)*
- **Setup -> System preferences and feature enabling -> Jobs -> Hourly values**

Link the *Job value* to the *specific job*
> **Setup -> Jobs -> Job and job group definitions -> Job value**

Tips and hints:

After setting up the *Accounts/outcomes* and the *Communities served* use the Bulk Value Updater to add them to the Job Descriptions. Make sure to make a backup first!

For Pet Therapy positions - Decide on one "individual" to record the visits. Separate jobs allow you to see a more accurate time/visit ratio.