Care-worker KPI

1. **Cleanliness**

This KPI mainly looks into the hygiene and the overall cleanliness of health facilities. For Example, if the care worker is sanitizing himself/herself before attending to the client? or if the equipment is sanitized or not. Here the Client can rate the care worker on a scale from 1-to 10.

1. **On-time**

This measures how accurate and punctual is your care worker concerning time and has arrived at the client’s place on or before the scheduled time or it can also cover the no of times the care worker has shown a delay in arriving at the client’s place.

Here the Client can rate the care worker on a scale from 1-10 and the percentage of it is considered while visualizing the data.

**3. Customer satisfaction**

This measure indicates how satisfied a customer is with the care worker’s service if the care worker approached them well.

Here the Client can rate the care worker on a scale from 1-10 and the percentage of it is considered while visualizing the data.

**4. Politeness**

This measures how the care workers reach out to the individual needs of their customers. How do they communicate with the clients? Are they polite while rendering the services?

Here the Client can rate the care worker on a scale from 1-10 and the percentage of it is considered while visualizing the data.

**5. Skilled worker**

Here the client can rate the care worker on their potential skills. How skilled they are at their work. The rating goes from 1-5. I being the least and 5 being the highest rating.

**6. No. of Visits**

These are the visits done over a month by care workers.

**7. Hours logged per month**

No. of Hours logged in a month.

**8. Efficiency**

This measure shows how efficient is the care worker at his work. Here the Client can rate the care worker on a scale from 1-10 and the percentage of it is considered while visualizing the data.

**9. Total Earning per health worker**

This is the earning of the care worker for that particular year

**10. Breakdown of the earnings**

A monthly breakdown of the salary for that particular year is given.

**11. Confirmed Appointments.**

This measure tells us about the appointment that the client has completed successfully. i.e Confirmed Appointment = Total Appointments - Cancelled Appointments. Here the percentage of it is considered while visualization.

**12. Patient Safety**

This measures if the care worker is vaccinated and follows all the safety protocols before attending to the client. The client gets to rate the care worker from 1-10, and the percentage of it is considered.

**13. Repeated visit**

Here this metric keeps a count of repeated visits done by care-workers for that particular month. Here is the percentage of it calculated for better visualization. For example, if the total visit for January were 40, if the care worker has done 10 repeated visits, then we calculate the percentage of it.

Client KPI

1. **Employee Satisfaction**

Here the care worker gets to rate the client based on the Environment, engagement, co-operation he /she has received from the client while attending him/her so that the process goes on smoothly. Here the care worker can rate the client from 1-10 and the percentage of it is considered.

1. **Customer Behaviour**

This measures how the client’s behavior was towards the care worker through the whole process. Was the client rude or not cooperating. Care-worker can rate clients on a scale from 1-5.

1. **Distance**

This measures the distance of the care worker from the client’s location. The care worker gets to rate from 1-5 and based on the distance he/she had to travel.

1. **Employee Safety**

This measures the safety of the care-worker. How safe was the environment to work or was it too interior for the care-worker to travel and get back home safely or was the client hard to handle. Here Care-worker can rate from 1-10 and the percentage of it is considered.

1. **Confirmed appointment**

This measure tells us about the care worker’s appointment successfully. Confirmed Appointment = Total Appointments - Cancelled Appointments. Here the percentage of it is considered while visualization.