



LifeLoop trainings

Insights overview

Insights

How to utilize the Insights feature in LifeLoop.

lifelooop.com

Version 02.24





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Add bed count

Step 1

Once logged into LifeLoop, select the gear icon on the top right-hand corner of the screen.



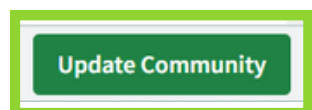
Step 2

Select the non-bolded community name from the manage settings list and scroll to the bottom to enter the bed count.

Manage Settings	About
Search Communities	
Enterprise	Address 1 225 N 115th Street
Demo Independent/Assisted Living Premium	Address 2 Community Address 2
Demo Memory Support Standard	City Omaha
Demo Skilled Nursing Content Add-On	State Nebraska
LifeLoop Community	Zip Code 68154
Assisted Living Premium	External Id AL
Independent Living Enterprise	Bed Count 24
Memory Care Standard	
Skilled Nursing Essential	

Step 3

Select update community on the bottom right-hand corner of the screen.





Community Engagement Index (CEI)

What is the Community Engagement Index (CEI)?

A 0-100 score calculated by comparing a community's usage of LifeLoop to the usage patterns from all other LifeLoop customers. Features which are unused or disabled for a community do not count against its Community Engagement Index.



Data factored into the Community Engagement Index

- Activities offered
- Active displays
- Activities attended
- Transportation requests
- Content utilization
- Work requests time to close
- Residents with connections
- Resident and staff logins
- Messages and photos sent

Data that doesn't impact CEI

Certain data categories do not impact the score negatively if not used. These following features do not impact the CEI when they are not being used:

- Transportation
- Work requests
- Displays
- Content



Account dashboard

Organizational engagement index

An average of all Community Engagement Indexes (CEI) within the account, weighted by bed count.

Note: Data used in this calculation is based on the previous 30 days.



Community map

A top-down view of all communities within the organization and their respective performance relative to LifeLoop customer averages, as well as a simple map widget to quickly identify communities that need attention.



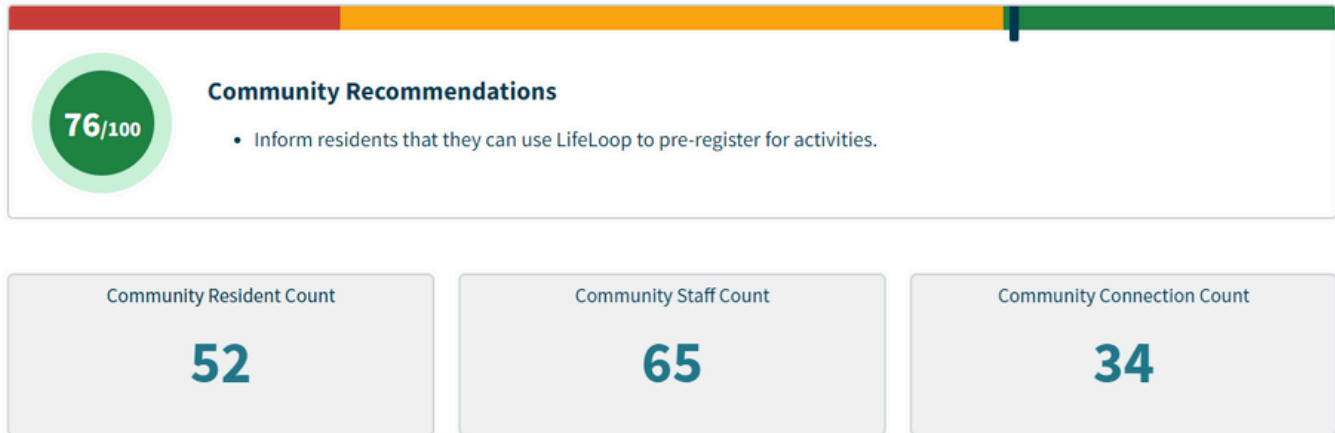
Community list

Table with sortable columns showing communities, bed counts, community engagement index and community performance trend since yesterday.

Community	Bed Count	Community Engagement Index	Community Performance Trend
Harmony Heights Retirement Village	10	72	▲
Serene Sunset Estates	10	94	▲
Golden Meadows Senior Residences	67	32	▼
Evergreen Oasis Assisted Living	48	5	▼
Tranquil Trails Retirement Community	158	25	▲
Silver Sage Senior Haven	24	64	▲



Community dashboard



Community dashboard

Community recommendations to improve engagement index through LifeLoop utilization. Visibility into the trends for activities offered and attended, family engagement, content utilization, and several other areas of LifeLoop usage.

CEI

A 0-100 score is calculated by comparing a community's usage of LifeLoop to the usage patterns from all other LifeLoop customers. Features which are unused or disabled for a community do not count against its Community Engagement Index.

Snapshot

Number of residents, staff, and resident connections as of the day before.

Engagement content

- Staff content usage breakdown by type
- Resident content usage breakdown by type
- Daily staff content usage minutes
- Daily resident content usage minutes
- Daily users of content (staff / resident)
- Overall content usage by user type (staff / resident)



Community dashboard

Activity programming

- Activities by type distribution
- Activities offered & attended
- Activity attendance by type
- Daily average # of activities attended per resident

Social connection

- Daily photos uploaded
- Daily messages sent
- Daily count and % of residents having at least 1 resident connection
- Daily average # of connections per resident

Operations

- Daily active displays
- Daily transportation requests
- Daily work requests
- Average daily work request duration (hours)

Platform adoption

- Daily count of users who have logged into LifeLoop (staff/resident)

Graphs

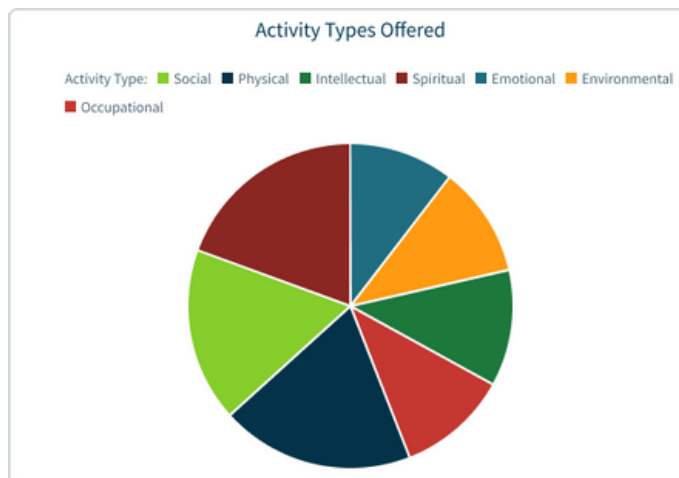
- LifeLoop metrics over the last 30 days



Charts defined

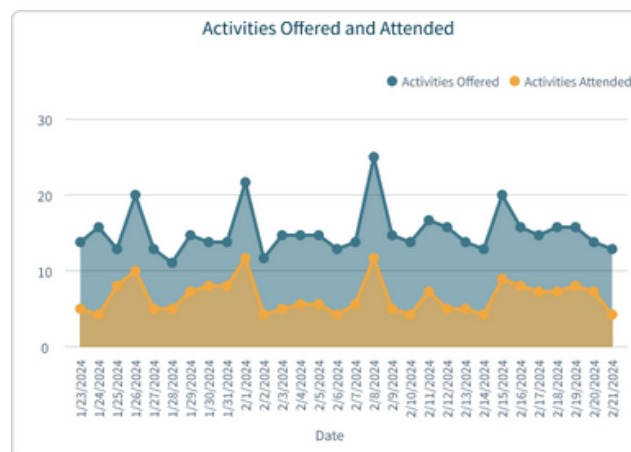
Activity types offered

Types of activities offered in the past 30 days not counting the current day.



Activities offered and attended

Number of activities offered and attendance in the past 30 days. If marked offered, no attendance was taken at the activity. If marked attended, at least one person was marked attended.



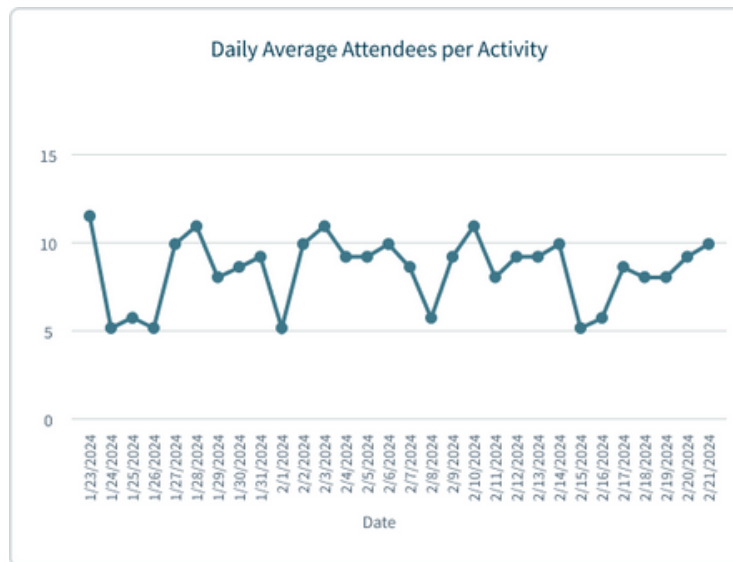
Note: All LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



Charts defined

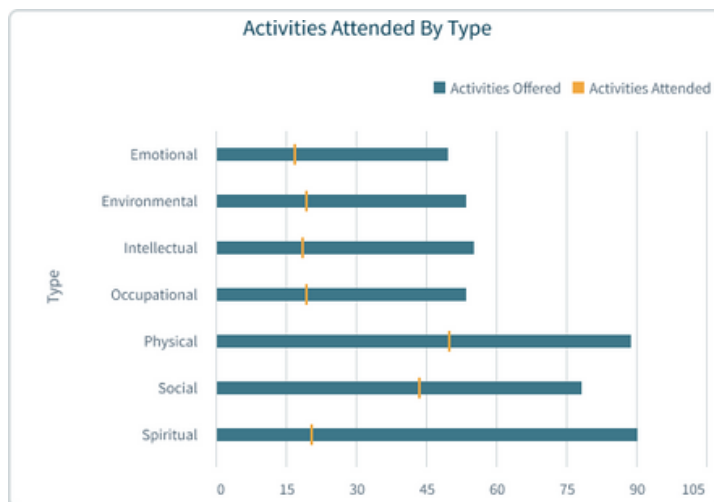
Daily average attendees per activity

The average of resident attendee per activity in the past 30 days.



Activities attended by type

Number of activities offered and attended by type of activity in the past 30 days.



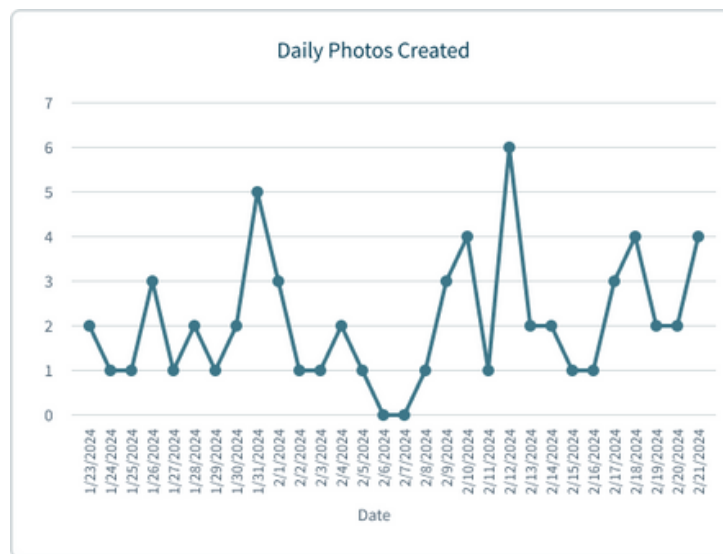
Note: All LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



Charts defined

Daily photos created

Number of photos added to LifeLoop in the past 30 days.



Daily messages sent

Number of messages sent per day in the past 30 days.



Note: All LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



Charts defined

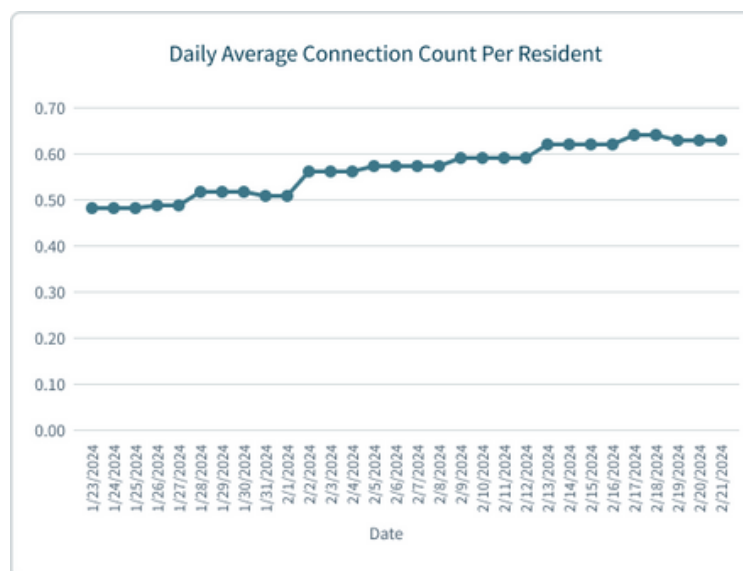
Residents with connections

Number of active residents compared to the number of active residents with at least one connection in the past 30 days.



Daily average connection count per resident

Daily average of number of connections per resident in the past 30 days.



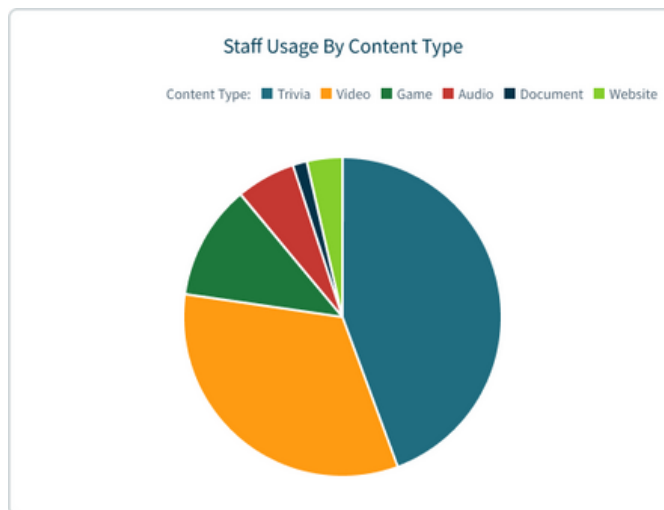
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Charts defined

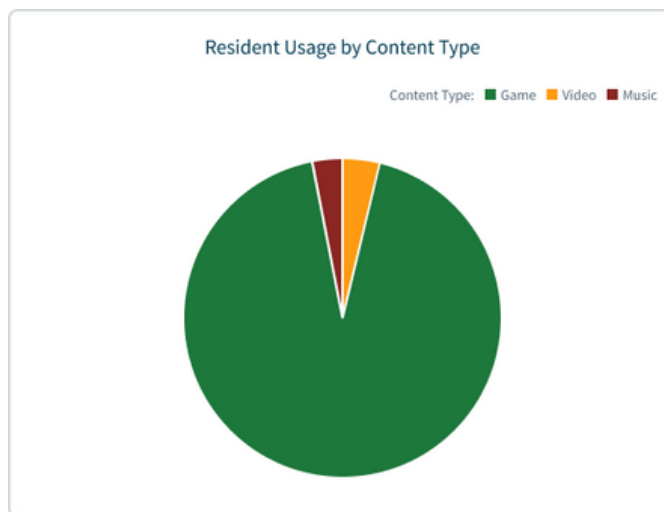
Staff usage by content type

Percentage of usage by type of content used by staff in the past 30 days.



Resident usage by content type

Percentage of usage by type of content used by a resident in the past 30 days.



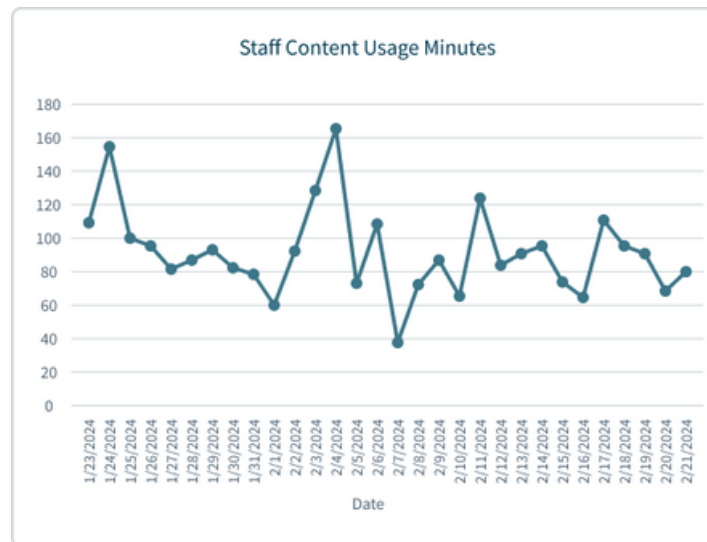
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Charts defined

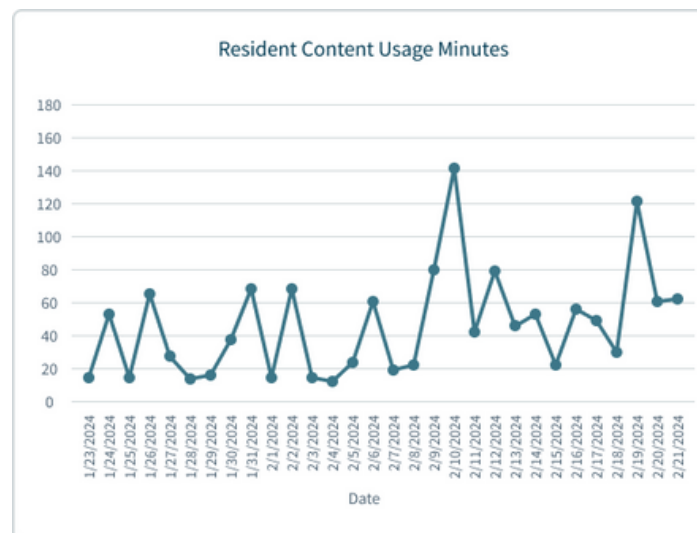
Staff content usage minutes

Number of content usage minutes by staff in the past 30 days.



Resident content usage minutes

Number of content usage minutes by residents in the past 30 days.



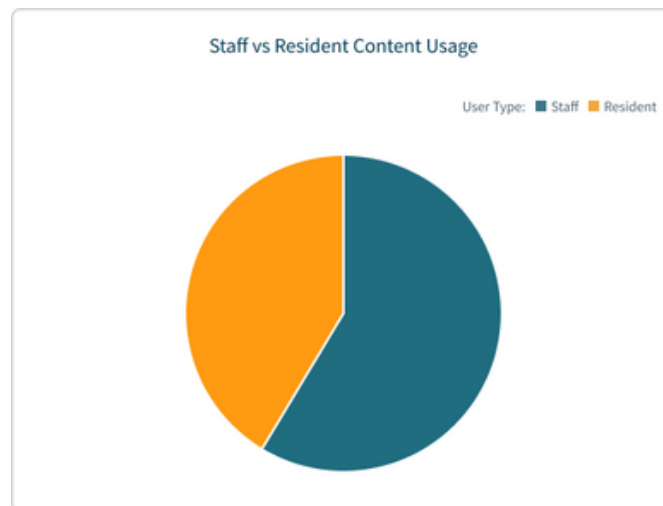
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Charts defined

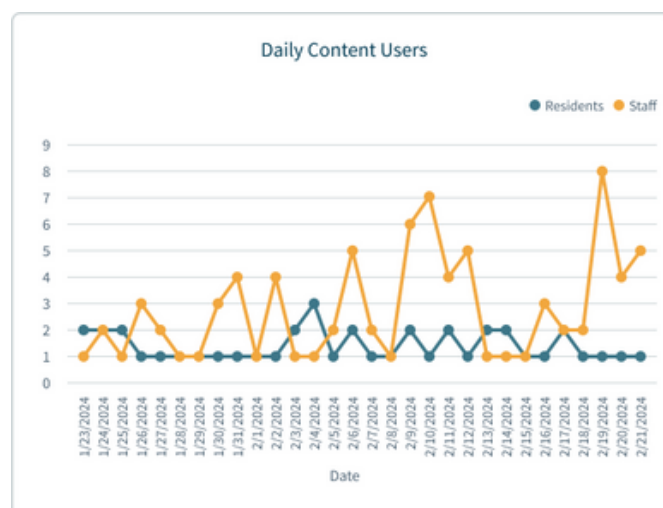
Staff vs. resident content usage

Comparison of staff and resident content usage total minutes in the past 30 days.



Daily content users

Number of unique content users per day in the past 30 days.



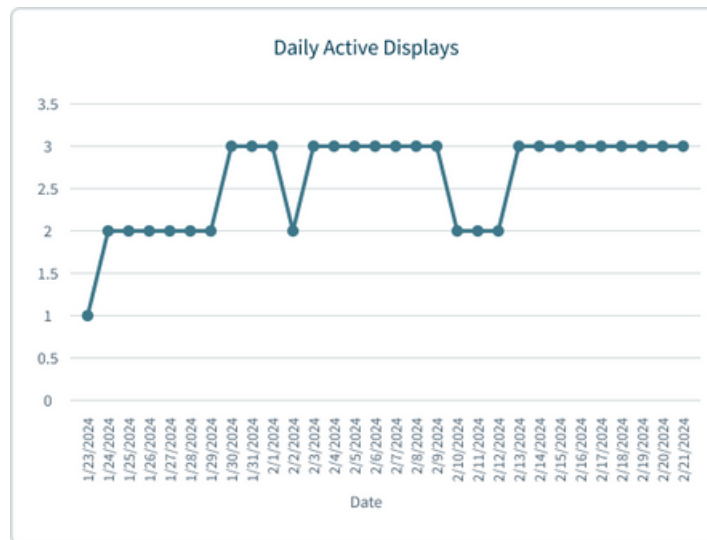
Note: All LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



Charts defined

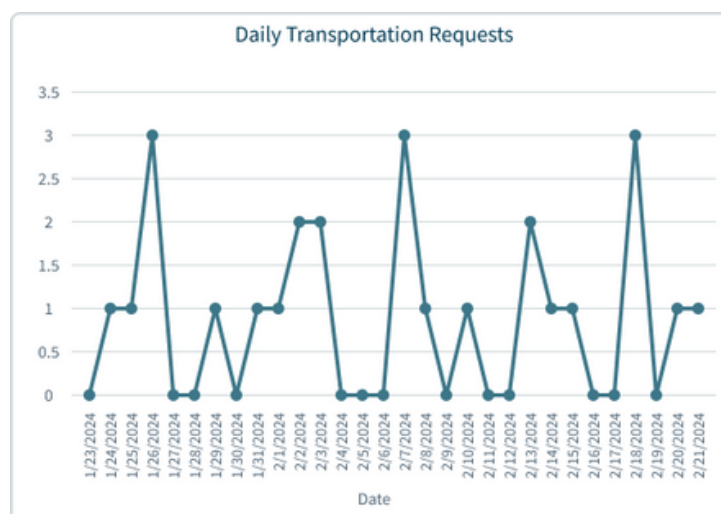
Daily active displays

Number of daily active displays connected to a device in the past 30 days.



Daily transportation requests

Number of daily transportation requests scheduled and completed in the past 30 days.



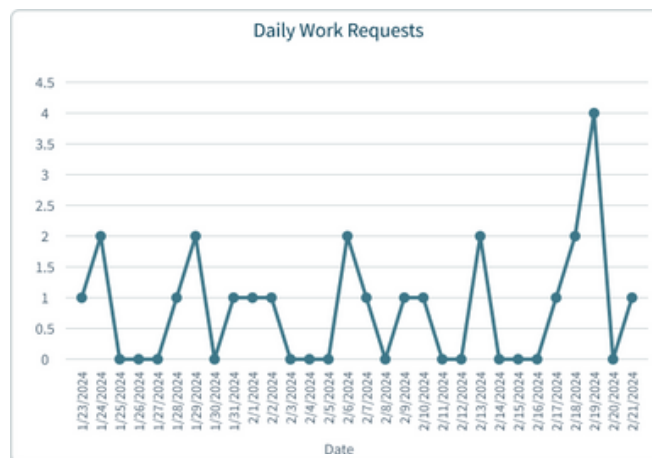
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Charts defined

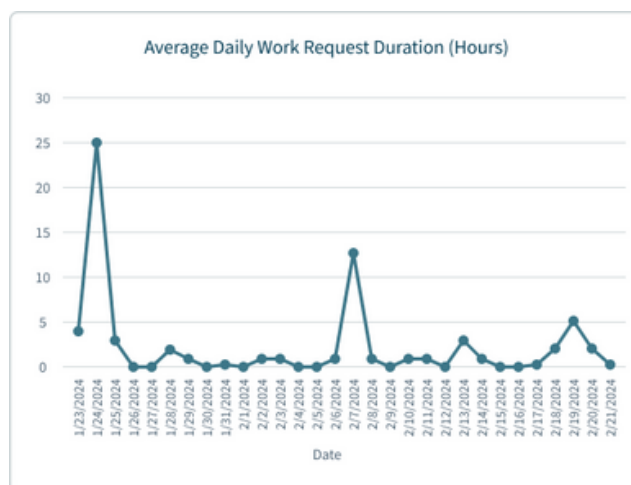
Daily work requests

Number of daily work requests scheduled and completed in the past 30 days. Duration is measured from day created to day closed.



Average daily work request duration

Average number of daily work request durations to completion in the past 30 days. Duration is measured from day created to day closed.



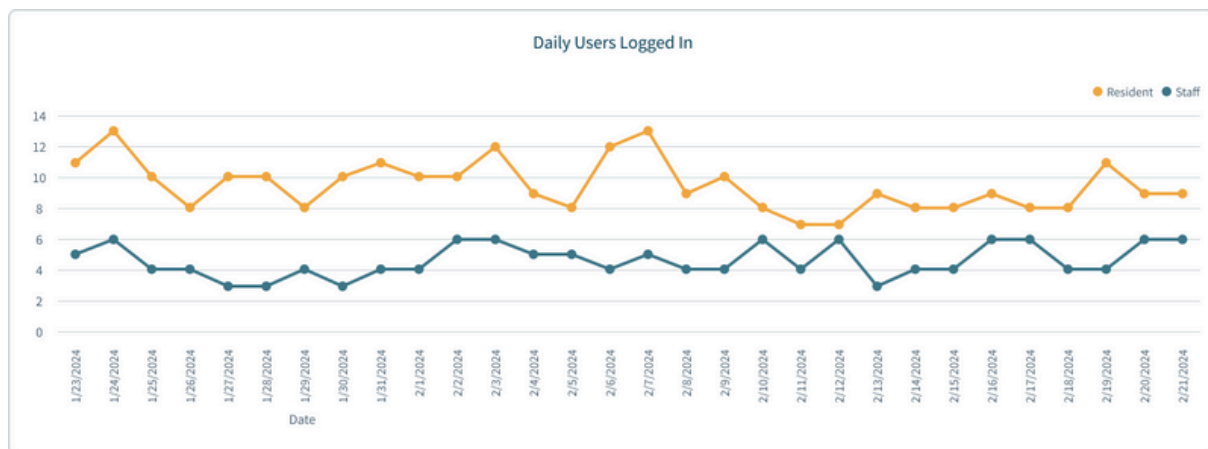
Note: All LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



Charts defined

Platform adoption

Number of unique resident and staff users logged in within the past 30 days.



Note: All LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



FAQs

Where do we add the community bed count?

Bed count can be added within the community's manage settings gear icon under the community address. View the “add bed count” section to learn how to add the community's bed count.



Who can access Insights from the community? Is this permissions-based? Or employee status? Or everyone?

LifeLoop Insights is enabled at the tenant level and by user types. We can enable for support users, enterprise users, or all staff users. When the “staff” user profile is enabled, staff will have visibility to the Insights dashboards only for the communities that they have access to within LifeLoop.

How often do metrics populate?

Metrics are updated nightly to include the previous day.

Can communities customize what charts they see?

No. Chart options are not customizable.

What is the time frame within which communities are assessed to derive their aggregate score?

The Community Engagement Index and all LifeLoop Insights graphs are looking at the prior 30 days (not including the current day).



FAQs

What is the Community Engagement Index?

The Community Engagement Index (CEI) leverages LifeLoop data to create a proprietary scoring algorithm to measure community performance across more than a dozen data points.

What criteria determine the Community Engagement Index?

Activities offered, activities attended, content utilization, residents with connections, messages and photos sent, active displays, transportation requests, work requests time to close, and resident and staff logins. LifeLoop features that are not enabled for a particular community do not count against the CEI.

How do you know what a LOW, MEDIUM, or HIGH Community Engagement Index score is?

A LOW score is 0-25, MEDIUM is 26-74, HIGH is 75-100. A 0-100 score is calculated daily by comparing a community's utilization of LifeLoop to the usage patterns from all other LifeLoop communities over the past 30 days. A high score indicates that a particular community is utilizing their enabled LifeLoop features above the mean, whereas a low score indicates that a community is utilizing LifeLoop below the mean.

Are recommendations specific to my community's Community Engagement Index score?

Yes! You will receive recommendations to improve your community's CEI score through LifeLoop utilization. Recommendations are made based on the scoring criteria that impacts your score the most.



Resources

Video QR Codes

How to Scan QR Codes

Open the camera app on a mobile device. Hold the device so the entire QR code is visible in the camera frame (you don't need to take a picture). Once the QR code has been read, a notification will appear at the top of your screen.



[Insights overview video](#)





Continued learning

Visit the Learning Community

Access LifeLoop marketing collateral and training resources at your convenience. Find the Learning Community by clicking the "?" on the top right-hand side of your screen or going to <https://training.lifeloop.com/training/staff>.

Attend a University Course

Don't forget about our complimentary LifeLoop University available to you and your team. Courses are provided weekly and cover all LifeLoop features. Emails with the topics and schedules are sent out monthly for you to register to attend.

Further questions?

Reach out to support@lifeloop.com or your Customer Success Manager.