

Harness the **POWER OF DATA** to drive better results.

inQ is about experience—positive and negative—and we're about **action**. We tell you what your community is doing right, so you can keep on doing it. And we tell you where your stakeholders say you can improve, so you can **zero in on solutions**.

inQ Experience Surveys deliver five critical advantages.

- 1 Choice: eSurveys or paper.** Always-available Power eSurveys go where you need them, on a smart phone, tablet, or desktop computer, or you can opt for paper. Take advantage of easy online ordering.
- 2 Unmatched speed and responsiveness.** With same business day processing for electronic or paper surveys, get started quickly on data-driven improvement initiatives. And our knowledgeable customer service representatives are as close as a phone call if you need guidance or have questions, any step of the way.
- 3 Intelligent prioritizing.** Our statistically validated **Net Promoter Score®** approach identifies where to focus your resources and improvement initiatives to optimize satisfaction ratings and outcomes.
- 4 Clear and robust reporting.** Get a good look at the big picture plus deep data dives with our dashboard-driven user-friendly reports, easily accessible online.
- 5 Meaningful benchmarking.** Our rich year-over-year reporting and reliable pool of benchmarking data streamlines internal progress reporting and external comparisons.

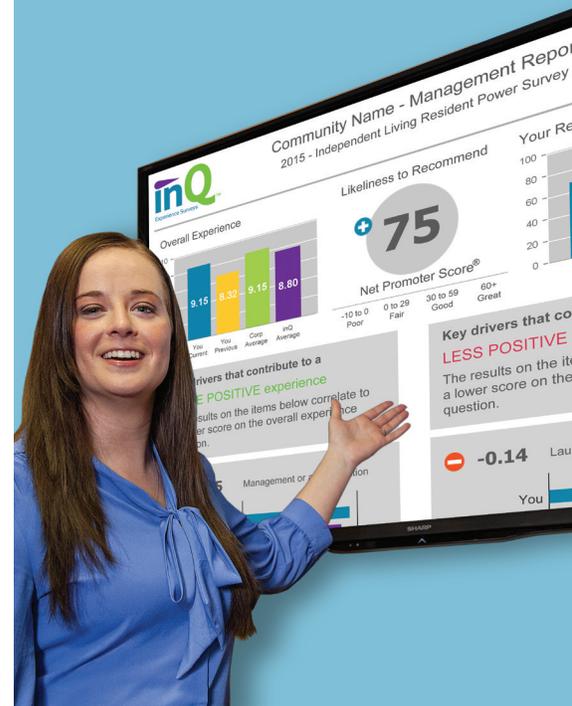
inQ Experience Surveys are easy to use.

You order, distribute, and return surveys to inQ. We analyze the data and send you a report that's easy to read and understand.



We cut through the clutter, to illuminate the meaning behind the numbers we deliver to you.

Armed with this knowledge, you and your team can get down to business sharpening your competitive edge.



Learn more about how inQ Experience Surveys can help you stand out.

Call **630.981.8181**
e-mail surveys@symbria.com
visit inQ.symbria.com

Get the data you need to make smart decisions.

inQ Experience Power Surveys have a concise, short format that covers all areas of your community that have a significant impact on stakeholder experience.

inQ Experience Power Surveys

Skilled Nursing Resident
Skilled Nursing Family
Short-Stay Resident
Assisted Living Resident
Assisted Living Family
Independent Living Resident
Supportive Living Resident
Supportive Living Family
Home- and Community-Based Resident
Employee Experience
Physician Experience



Surveys are available in paper or electronic formats, including desktop, tablet, or smartphone.

Accelerate your quality improvement progress.

- **Focus on what matters.** inQ Experience Surveys highlight a proprietary **Net Promoter Score®** that targets the particular factors with the biggest impact on stakeholder experience in your community.
- **Maximize survey validity.** Our best-practices survey design process incorporates feedback from clients, our user best-practices committee, our own benchmarks, and the expertise of respected survey design partners from leading academic centers.
- **Align data with your marketing objectives.** Our well-organized, easy-to-read reports highlight your community's strengths, bolstering outreach to referral sources as well as prospective residents and their families.

inQ is a product of

About Symbria Analytics

Symbria Analytics is the data collection and analysis division of Symbria, a leading national developer and provider of innovative, outcome-driven programs, products, and services.

We bring together experienced clinical practitioners, program and product developers, thought leaders, and creative technology professionals in an environment that inspires development and accelerates implementation. Our passion, insight, and performance drive productive practical solutions that benefit senior-living providers in all settings.

Find out more about how you can use inQ Experience Surveys to build sustained success.

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