



Applause

Applause eCard Quick Reference Guide Manager Dashboard

Overview: This tool helps you easily see everyday heroes, as well as opportunities and/or gaps within your team through both the giving and receiving lens.

Accessing Applause from Pulse

(Please start here to get started accessing the mobile app as well)

1 From any work computer:

- Click on the **Pulse icon** (our Intranet) located on the desktop.
- Click the **Information** label.
- Click **Augusta Way**.

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Category	Sub-category
AHA PROGRAMS	INFORMATION & SIGN COMMITTEE
AUGUSTA WELL TOGETHER	BULLETIN BOARD
CLINICAL INFORMATION	COMPLIANCE
CONSTRUCTION PROJECTS	CORONAVIRUS UPDATE
DIVERSITY & INCLUSION	EMERGENCY MANAGEMENT
ENVIRONMENT OF CARE	ETHICS
FOUNDATION	FUN FRIDAY
HUMAN RESOURCES	IMAGING
MARKETING	MAYO CLINIC CARE NETWORK
PATH FORWARD	PATIENT EXPERIENCE
PULSE DOCUMENT LIBRARY	RECOGNITION
THROUGHPUT	TMEC ENGAGEMENT COUNCIL
	CLINICAL ENGINEERING
	CONSTRUCTION CAMERA
	DATA SCIENCE
	EMPLOYEE HEALTH
	FITNESS
	HAND HYGIENE
	INFORMATION TECHNOLOGY
	OFFICE 365
	PROJECT REVIEW GROUP (PRG)
	SUPPLY CHAIN
	TOOLS & UTILITIES

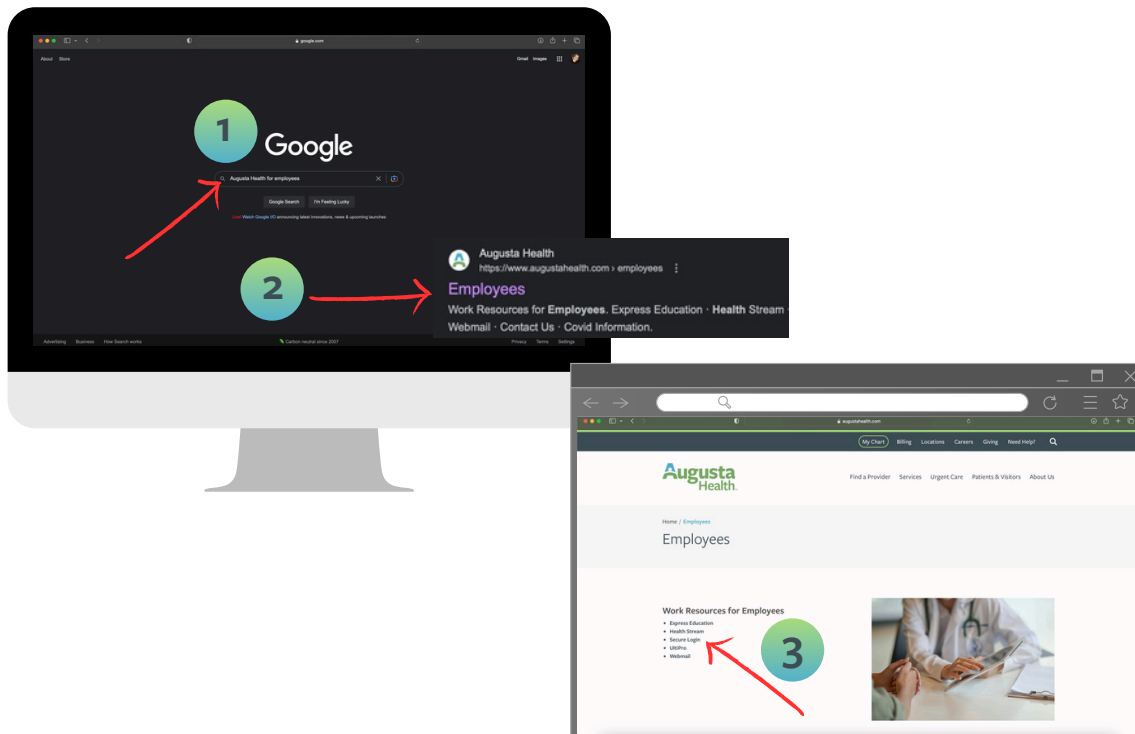
Indicator	Goal	Value	Status
MAR 23 YTD Operating Margin	...	-3	-8.8
Q1 2023 OAS Would Recommend	...	60	96
Q2 2023 Inpatient Overall Rating	...	70	89
Q1 2023 Emergency Department Patient Experience	...	60	39
Operational Status	...	10	39

Department (OP)	Location	Count	Occupancy	Ratio
ICU		8	14	57
ICU		8	14	57
ICU		7	14	50
MED		43	50	86
ICU		3	21	14.1
ICU		6	18	33
ICU		23	32	71
ICU		1	7	14
ICU		14	26	70
ICU		1	8	22



Accessing Applause from your home computer

- 1 From the Google Chrome search bar, type: “Augusta Health for Employees”
- 2 Click the link labeled **For Employees**
- 3 Click **Secure Login** and complete the verification steps
- 4 Once you have access to your work desktop, follow steps 1a, 1b, and 1c above to open Applause

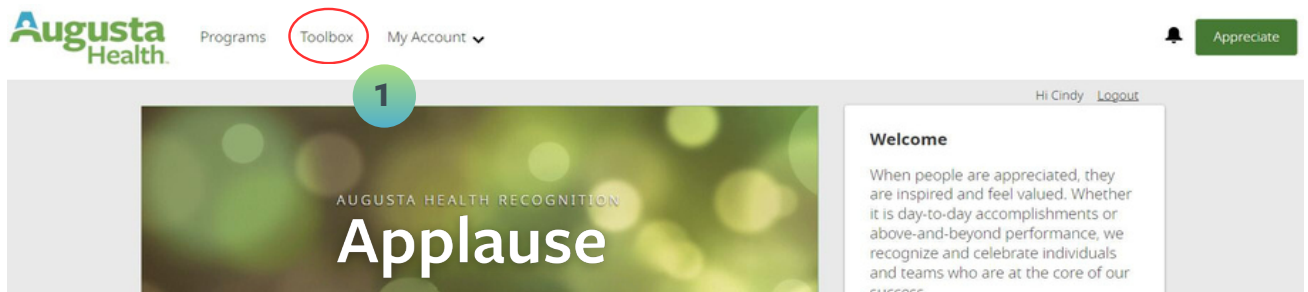


Please note: Remote access to Applause requires Citrix remote network credentials from IT.



Accessing the Applause Manager Dashboard

- 1 From the home page, click **Toolbox** (located at the top of the screen)



- 2 Click **Manager Dashboard** (in the left navigation pane)

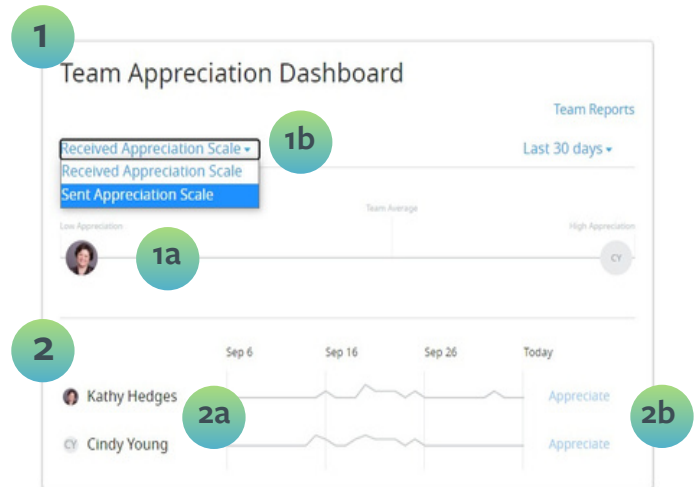


Using the Applause Manager Dashboard

The dashboard has three parts, each viewable in Sent or Received status. These views include:

1 Team Appreciation:

- a) See how the individuals in your team stack up against each other.
- b) Use the dropdown arrows to quickly and easily understand who is sending/receiving the most and the least and drill a down to a specific timeframe.



2 Appreciation Pulse:

- a) The pulse view allows you to see when recognition is happening, what the recognition is and how regularly it occurs. Select a team member's name to see a more detailed view of their recognition history.
- b) Notice that one of your everyday heroes isn't being appreciated like they should? No problem, this view allows you to quickly recognize on-the-spot.

3 Team Timeline:

- a) You want the details and this view has them. See all of the reasons your team is being recognized. Read the eCards, revisit the nominations. It is all here.

