Quick Guide for PGFusion
Patient Experience

What is PGFusion? PGFusion is Press Ganey's Digital Platform for delivering actionable insights to your organization.

Enterprise Overview: This dashboard displays performance for a single measure based on an organization's custom hierarchy.

Performance Overview: This dashboard provides data for at the system level. After selecting a single service, it will include trending, section level scores, facility performance, distribution of responses, comment distribution, and a priority index.

KPI Dashboard: This view shows you an overview of Key Performance Indicators (KPI).

Facility Scorecard: Similar to the Performance Overview, but at the facility level, this dashboard includes trending, section level scores, distribution of responses, comment distribution, breakout performance, and a priority index.

Site Scorecard: This view provides data at the site level and includes trending, section performance, distribution of responses, comment distribution, breakout performance, and a priority index.

Breakout Scorecard: This view provides data at the breakout level (e.g., unit) and includes trending, section performance, distribution of responses, comment distribution, and a priority index.

How to access PGFusion
1. FIRST TIME ONLY: Follow the instructions in the invitation email you receive
2. REGULAR LOGIN: Navigate to performance.pressganey.com
3. Enter email address and password
4. Click Sign in!

How to access Enterprise Overview and Performance Overview
1. Make sure you are logged into a system-level account
2. From the Landing Page, scroll down to the **Key Dashboards** section
3. Select Performance Overview or Enterprise Overview

How to access Facility Scorecard
1. Make sure you are logged into a NON-system level account
2. From the Landing Page, scroll down to the **Key Dashboards** section
3. Select Facility Scorecard

OR

1. From the Performance Overview, navigate down to the Facility Performance section
2. The box(es) within this visual represent the facilities in your health system
3. Click on the box representing the facility you want to review. Hover over for performance information
   a. The facility's name will appear in the box (e.g., Central General 1)

How to access Site Scorecard
1. Navigate to a Facility Scorecard that represents the site you are looking for, navigate to Site Performance
2. The box(es) within this visual represent the sites within your facility
3. Click on the box representing the facility you want to review. Hover over for performance information The site's name will appear in the box (e.g., MD Clinic 1)

How to access Breakout Scorecard
1. Navigate to a Facility Scorecard
2. Scroll down to the breakout section (directly before the priority index)
3. Click on the bar graph representing the breakout you want to review (e.g., specialty)

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Patient Needs: This view helps you analyze the measurement of unmet patient needs (at the system or facility level). The needs are categorized into four actionable areas: Clinical Excellence, Operational Efficiency, Caring Behavior, and Culture.

Star Ratings: This view includes CAHPS Star Rating trending, domain and global measure performance at the system or facility level. The system level view also includes individual facility level performance.

CAHPS Summary: This view features performance and priorities (at the system, facility or breakout level), and enables you to monitor, understand and act to improve your CAHPS results.

Survey Detail View: This view displays all of your question level survey items (facility, site, or breakout) in a table. The data includes previous period, current period, change in score and percentile rank.

My Focus Items Summary and Single Item View: This view allows users to select specific survey questions to create a customized summary. Click on a single item in that view to display more detailed performance for that single item.

Provider Scorecard: This Medical Practice only view includes provider level data for global items and the provider section, for a single selected provider. It also includes a provider specific priority index.

How to access Patient Needs
1. Navigate to Performance Overview or Facility Scorecard
2. From these pages, select Inpatient or Medical Practice from the service dropdown
3. Choose Patient Needs from the dashboard dropdown menu

How to access Star Ratings
1. Navigate to Performance Overview or Facility Scorecard
2. From these pages, select Inpatient or Home Health (if available) from the service dropdown
3. Choose Star Ratings from the dashboard dropdown menu

How to access CAHPS Summary
1. Navigate to Performance Overview, Facility Scorecard or Breakout Scorecard
2. From these pages, select Inpatient or Medical Practice from the service dropdown
3. Choose CAHPS Summary from the dashboard dropdown menu

How to access Survey Detail View
1. Navigate to Facility Scorecard or Breakout Scorecard
2. From these pages, select any service from the service dropdown
3. Choose Survey Detail View from the dashboard dropdown menu

## How to access My Focus Items (Summary and Single View)
1. Navigate to the application menu (3 line icon in the top)
2. Select My Focus Items and complete the filter selections
3. Choose survey items and click Create Focus Items to access the Summary View
4. Click the plus button to the right of any measure on the Summary View to access the Single View

How to access Provider Scorecard
1. Navigate to the Medical Practice Breakout Scorecard (must select provider breakout, not specialty)
2. From this page, select Provider Scorecard from the dashboard dropdown menu

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HOW DO I SWITCH ACCOUNTS WITHIN PGFusion?

Use the dropdown menu in the upper right of the green banner to select a different account within a health system.
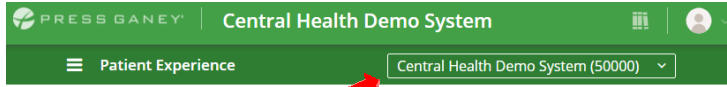
HOW DO I SWITCH SERVICES WITHIN PGFusion?

Use the services dropdown menu at the top of the Performance Overview and Facility Scorecard views to toggle between services.

HOW DO I FAVORITE, SCHEDULE, AND SHARE DASHBOARDS?

Select the heart to favorite, select the calendar to schedule, and utilize the paper airplane for a quick one-time share of your view (not all options are available on all dashboards)
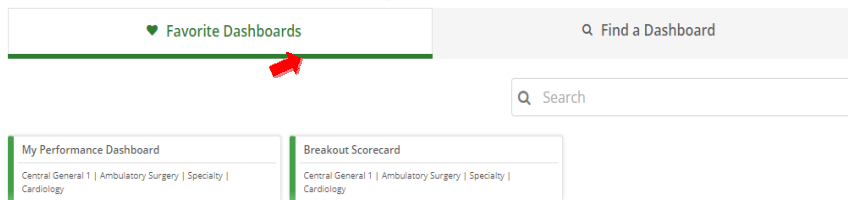
HOW DO I FIND MY DASHBOARDS?

Utilize the Dashboard Navigator to access your Favorite Dashboards or search for a new view with Find a Dashboard.

CAN I REVIEW COMMENTS AND CREATE REPORTS?

The Comments dashboard allows you to review and filter for comments patients shared via the survey. The CSV download will allow you to do additional analysis. Access the Comments Dashboard from the Application Menu (3 line icon)

HOW DO I INTERPRET MY REPORTS?

Hover over the information button ⓘ to see detailed information about how to interpret each reporting feature.

HOW DO I CHANGE MY REPORT SETTINGS?

To change filter settings, click the Default Filters dropdown and select Create. Name your report, choose your measures, metrics and date types.

Please Note: To apply the newly created custom filter to the dashboard, click Default Filters again and select the newly created custom filter.
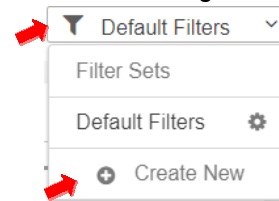
ARE THERE OTHER FILTERING OPTIONS?

Within Patient Needs, Star Ratings, CAHPS Summary, Survey Detail and Provider Scorecard you will find additional dropdown menus which will allow you to change filters and settings specific to those dashboards.

HOW DO I DOWNLOAD PGFusion DASHBOARDS TO PDF?

1. Click the Download Icon ⬇ in the upper right of the dashboard
2. Select the layout, paper size, scaling and content.
3. Click download.
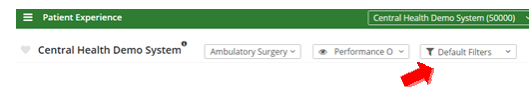
HOW DO I FIND ADDITIONAL APPLICATIONS in PGFusion?

To access Comments, the Query Tool, Survey Utilities and other features, use the three line icon on the left side of the navigation.