

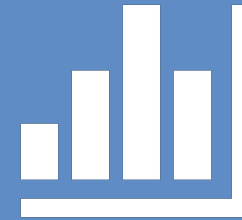
# laudio

## Basics for new Laudio Leaders

laudio

# What is Laudio?

**Laudio is a “One Stop Shop” where data is automatically pulled in and combined with your notes and messages to create a platform that will become a seamless part of managing your team**



# Why Laudio?

## 1 Your time is Valuable

Consolidating information in one location allows you to facilitate timely, meaningful interactions

Laudio tools allow you to track and document in one, central location versus spreadsheets, binders, and sticky notes

## 2 Focus on Leading

Reducing manual processes makes space for things you *want* to do

Strong leadership impacts engagement, retention, and burnout

## 3 Positive Feedback Loop

Your team members will be encouraged by the increase in positive feedback and recognition you provide

Their appreciation of your leadership brings satisfaction and fulfillment back to you

# “Laudio has been great for connecting with my staff”

One of my nurses sent me an email [in response to a Laudio observation] and said, ‘I’m so proud to be a part of something so grand.

**Thank you so much for being such a great manager.’**

and I was like ‘Oh... that was Laudio’.  
**So those little things make you feel good.**

- Cheri, Manager, Staffing Response Team

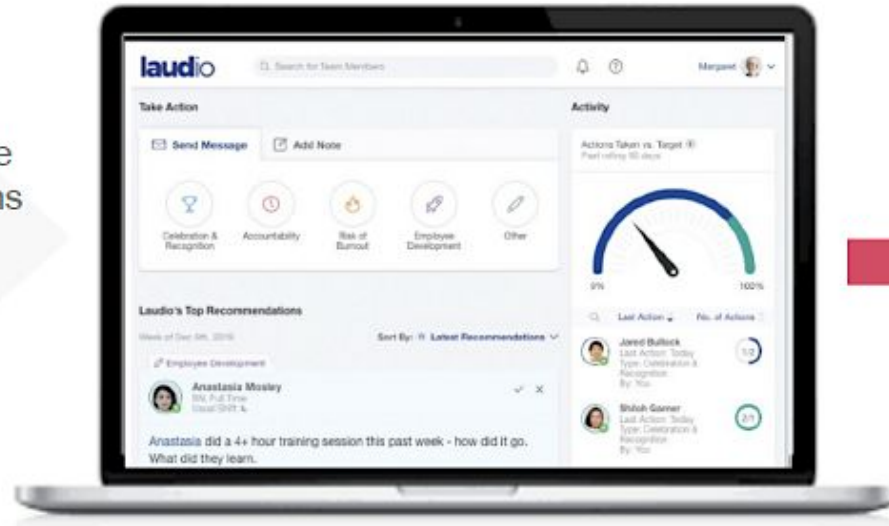


# The *How* Behind Laudio

Every type of **data** filtered through a **machine learning algorithm** into one daily **system of action** - continuously learning, playing well with other systems and driving outcomes

HRIS  
Time + attendance  
Scheduling systems

Binders / Files  
Post-Its  
Spreadsheets




**Easy daily actions**  
curated,  
personalized,  
prioritized

**Streamlined workflows**  
to save time

- ✓ Exceptional visibility
- ✓ Dependable outcomes
- ✓ Meaningful, authentic connections


# Laudio Recommendations

Opportunities for you to quickly to say “thank you” and recognize your team members


 · Work Anniversaries

5 team members have an upcoming work anniversary


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 **Marie Similien**  
19 years of total days worked  
Thursday, Jul 9th [see more](#) ▼


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 **Theresa Holland**  
18 years of total days worked  
Wednesday, Jul 15th [see more](#) ▼


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 **Kim...**




 · Expires Aug 10th, 2020 ✓ ✕

 **Rebecca Stone** worked >60 hours in a calendar week 2 times in the past month... [see more](#) ▼

 Send message  Add note  Assign

 · Expires Aug 10th, 2020 ✓ ✕

 **Shiloh Garner** was charge nurse for 41% of their shifts in the past month... [see more](#) ▼

 Send message  Add note  Assign

Send messages to your team via text or email and it's automatically stored on their profile

**Scarlet Gonzalez**  
RN, Full Time

**Turnover Risk**  
Past rolling 90 days  
Scarlet clocked out >7 mins late in 40% of shifts in the last 2 months

**Actions Taken vs. Target**  
Past rolling 90 days  
Target no. of actions: 3  
Based on team member's turnover risk and FTE status  
Actions taken: 1  
On Laudio's recommendations or your own

**Time & Attendance**  
Occurrences (Events), Past rolling 365 days from Jul 26th, 2020

No call / no shows	0 (0)
Unscheduled absences	0 (0)
Missed punches	0 (0)
Late clock ins	2 (4)
Early clock outs	0 (0)
<b>Total</b>	<b>2</b>

**Professional Engagement**  
Past Rolling 365 days

**Mandatories**  
Data last updated: Jul 26th, 2020

**Licensure**  
Lic MA Registered Nurse  
Expires Sep 21st, 2021

**Certifications**  
BLS  
Expires Jun 13th, 2021

**Disciplinary Actions**  
Past Rolling 365 days

**Send Message**

@ Via Email  Via Text

Scarlet Gonzalez

Yesterday's shift

Hey Scarlet - I just wanted you to know that I noticed yesterday and that you managed to wrap everything up with time to make the assignments and sign out on time! So impressive, especially for such a new charge nurse. I know that making the assignments with so many call outs is really tough and you did a great job. Kudos!

We're so lucky to have you on the team!  
- Mary

Public  Add Follow-up

Please do not enter information that can be classified as PHI in your note.

**Tell us more about your message**

Type: Celebration & Recognition

Workflow: Time and Attendance

Tags: Leadership, High Patient Acuity / Load, Employee Development

Discard

# Workflows and Tools

## Employee Rounding

The screenshot shows the 'Tracker' tab for 'Maggie's Direct Reports'. It features a progress indicator for 'Rolling 90 days % of rounds completed' at 25%, with 12 rounds expected and 3 completed. Below this is a table of team members with their rounding status and due dates.

Team Members	Status	Next Working On	Take Action
Scarlet Gonzalez	Due Complete your first round on Laudio	Feb 18, 11:00 PM	Complete
Ana Mosley	Due Complete your first round on Laudio	Feb 20, 7:00 PM	
Shiloh Garner	Due Last rounded 100 days ago by Margaret Smith	Feb 20, 7:00 PM	
Becca Stone	Due Last rounded 100 days ago by Margaret Smith	Feb 21, 7:00 PM	
Adi Madden	Due Last rounded 95 days ago by Margaret Smith	Feb 20, 7:00 PM	

You create the tasks – Laudio will remind you to circle back and complete them, and to check in regularly with your team members

## Task Dashboard

The screenshot shows the 'Tasks' dashboard with an 'Add Task' button and a list of tasks. A dropdown menu is open for the 'Meet with Mary re: PTO use' task, showing options like 'Send message', 'Edit', 'Ignore', and 'Delete'.

Description	Due Date	Assignee	Take Action
Meet with Mary re: PTO use Added by You	Tue, Feb 22	DD	Other actions
Finalize On-Call schedule Added by You	Mon, Feb 21	DD	



# Frequently Asked Questions

## Is Laudio safe for PHI?

- No – Laudio is not HIPAA compliant – patient information should never be entered.

## Is Laudio replacing our HR system?

- No – You should continue to follow your current processes for necessary changes with your HRIS team. Updated information will be reflected in Laudio.

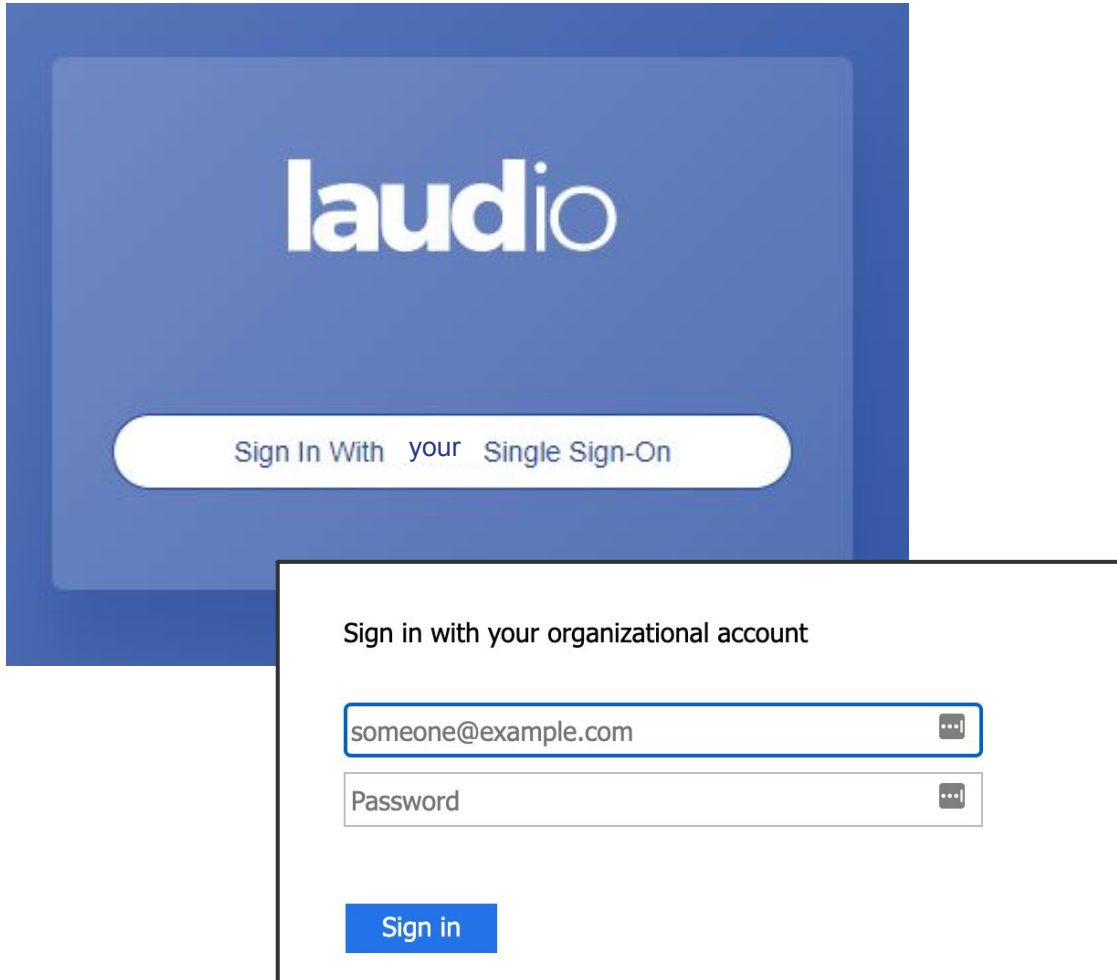
## Can I access Laudio on a mobile device?

- Yes – Laudio is accessible on any device at [yourhospital.laudio.com](https://yourhospital.laudio.com)

## Can I use Laudio to complete annual reviews?

- You should utilize Laudio to regularly round with your team and document accountability, celebration/recognition, etc. You can easily export all of this information to aid in completing your annual review according to your organization's process.

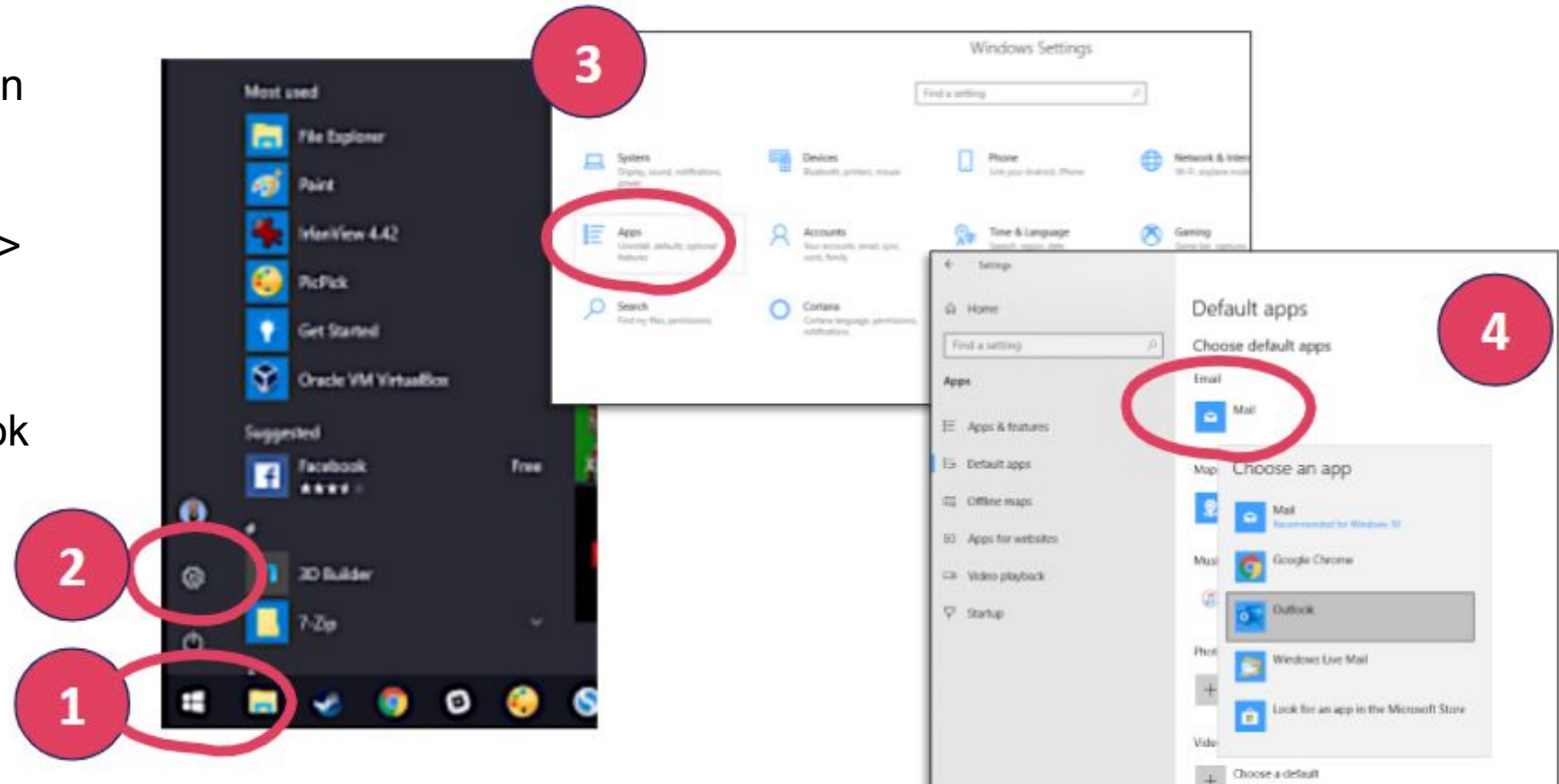
# How to Log in to Laudio



1. Open internet browser (Chrome or Edge preferred)
2. Go to : [yourhospital.laudio.com](https://yourhospital.laudio.com)
3. Click the sign in button
4. Sign in with SSO or your organizational credentials

# Set Outlook as Default Application

1. Click on Windows Start button
2. Select Settings (gear icon)
3. Go to Apps -> Default Apps -> Email
4. Click the blue mail icon to choose an app, select Outlook



# Your Homepage

1 – Home button

2 – See "My Team"

3 – Search for a team member

4 – Info about you

5 – Activity Tracker

6 – Action categories

7 – Top Recommendations

The screenshot shows the laudio homepage interface. At the top left is the laudio logo. A search bar at the top center is labeled '3' and contains the text 'Search for team members'. On the top right, a user profile for 'Margaret' is labeled '4'. The main navigation bar includes 'Home' (labeled '1'), 'My Team' (labeled '2'), and 'Take Action' (labeled '5'). Below 'Take Action' are four icons for 'Celebration & Recognition' (labeled '6'), 'Accountability', 'Check-in', and 'Other'. A sidebar on the left lists 'WORKFLOWS' (Time & Attendance, Employee Rounding, Mandatories) and 'TOOLS' (Tasks, upload@laudio.com). The main content area features 'Laudio's Top Recommendations' (labeled '7') with three items: 'Work Anniversaries' (1 team member has an upcoming work anniversary, featuring Rebecca Stone), 'Expires Aug 4th, 2020' (You talked to Adilynn Madden about coming in early 6 weeks ago...), and another 'Expires Aug 4th, 2020' (Jared Bullock picked up an extra shift 2 times this past month...). On the right, an 'Activity Tracker' (labeled '5') shows a gauge for 'Actions Taken vs. Target' (12/21) and a list of recent actions for Adilynn Madden, Shiloh Garner, Jacoby Fields, Jared Bullock, and Ash Markenson.

# Your Top Recommendations

## Suggestions from Laudio, based on your data

These are opportunities for you to act – but you are in the driver's seat!

You choose whether to reach out and how – face-to-face, via email, or via text.

If a recommendation is not relevant or actionable right now, you also have the option to “ignore” it.

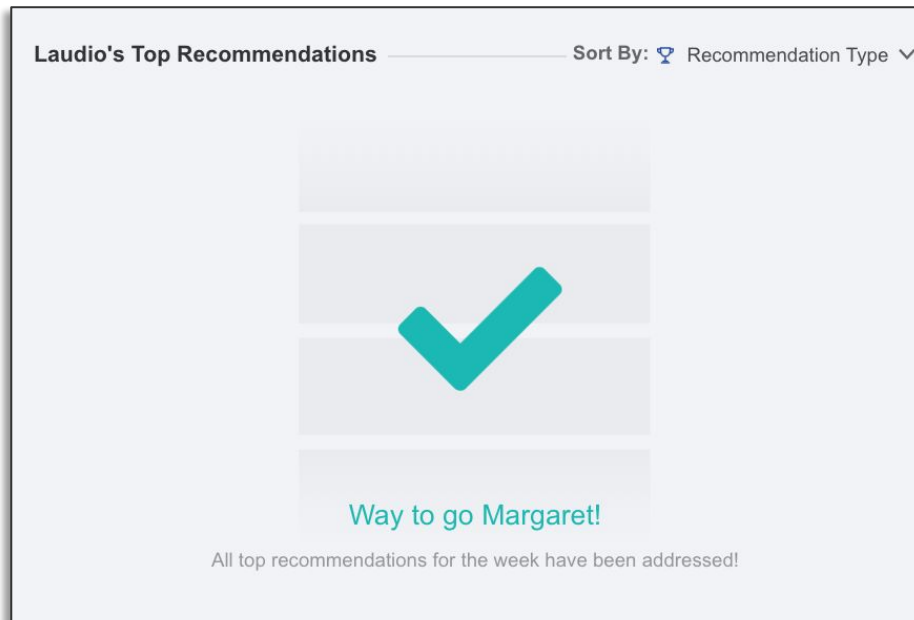
The screenshot displays the 'Laudio's Top Recommendations' interface. At the top, there is a header 'Laudio's Top Recommendations' followed by a 'Sort By' dropdown menu set to 'Recommendation Type'. Below this, several recommendation cards are visible, each with a 'Send message' button and a 'see more' link. The first card is titled 'Work Anniversaries' and states '1 team member has an upcoming work anniversary'. The second card features a profile for 'Rebecca Stone' with '5 years' of experience and a note about an anniversary on 'Monday, Aug 3rd'. The third card is titled 'Expires Aug 10th, 2020' and mentions 'Jared Bullock' who 'picked up an extra shift 2 times this past month (when in OT and not on-call)'. The fourth card, also titled 'Expires Aug 10th, 2020', mentions 'Scarlet Gonzalez' who 'clocked out >7 mins late in 40% of shifts in the last 2 months'. The fifth card, titled 'Expires Aug 10th, 2020', mentions 'Sophie Obrien' who 'worked the night-shift a lot more than usual in the past month'. The sixth card, titled 'Expires Aug 10th, 2020', mentions 'Rebecca Stone' who 'missed a punch-in in 2 consecutive pay periods (5'.

## Completing or Ignoring a Recommendation

Tip: You can complete a recommendation even if you've acted outside of Laudio

“Complete” a recommendation when you have acted on it

“Ignore” a recommendation to remove it and make your list more relevant




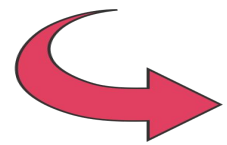
Goal: Complete or ignore all your recommendations each week

You'll see new recommendations pop up every Wednesday

## Acting on a Recommendation – Sending a message

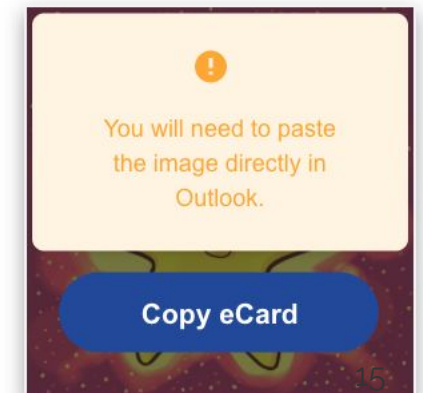
- Choose a Recommendation and click “Send message”
- Laudio will help you “find the right words” – feel free to edit this text!
- Choose an e-card to add to your message and Click “Copy e-card”
- Press “Log in Profile and Proceed to Outlook” – an email window automatically opens
- Paste the ecard image into the Outlook
- Don't forget to hit send in Outlook!

Tip: Add an ecard to any  
“Celebration &  
Recognition” message  
by clicking  Add eCards



After acting on the recommendation – click ‘Complete’

Tip: “Copy Ecard” will copy the image  
so that you can paste it into your email

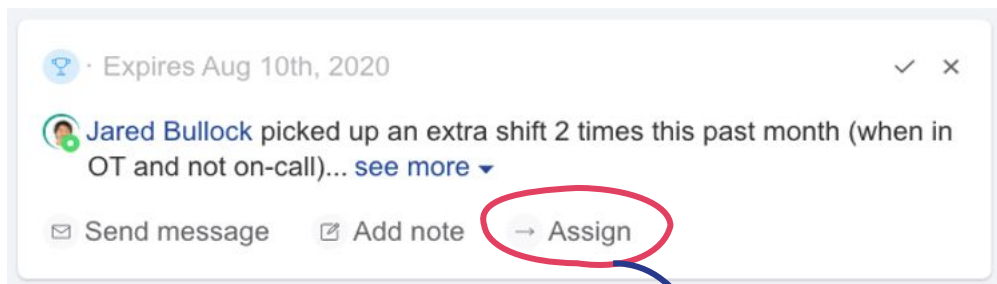


# Taking Action in Laudio

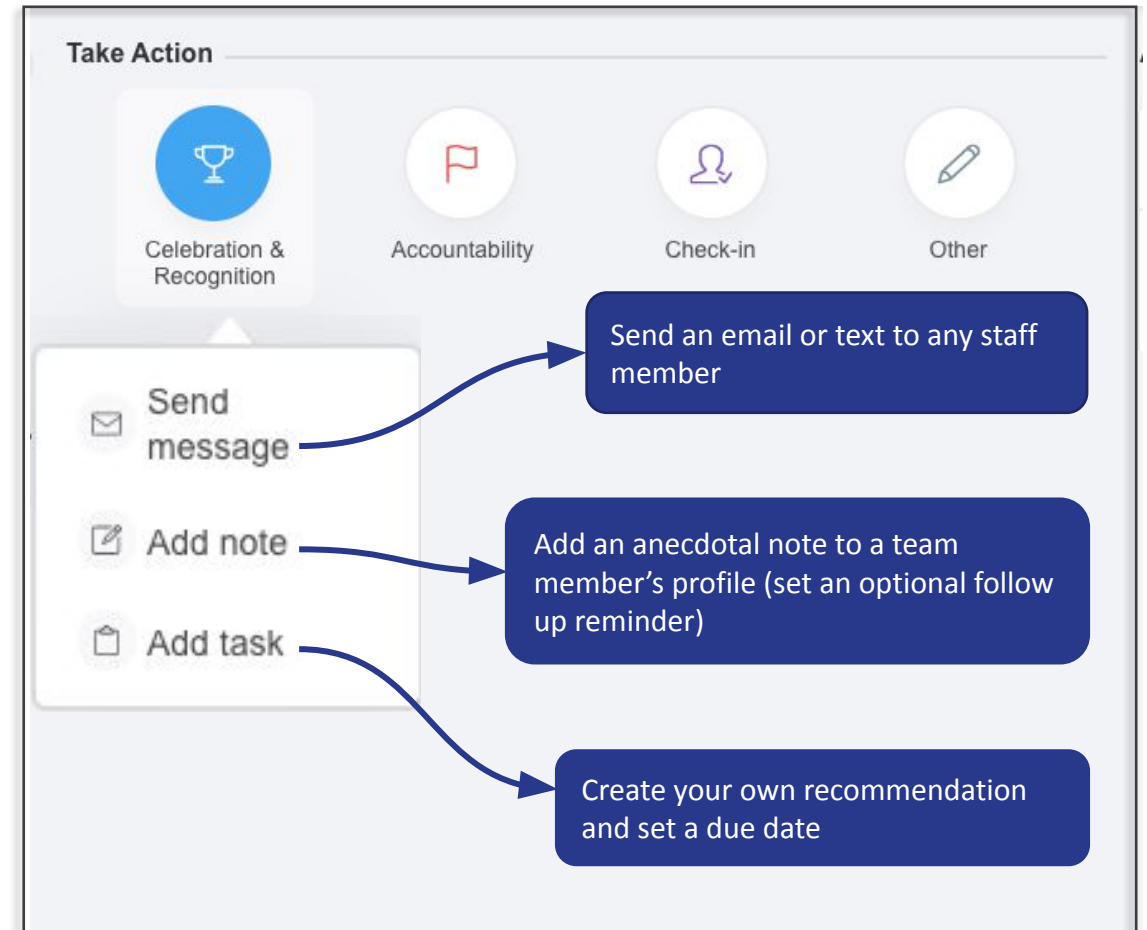
**There are 3 ways to take action in Laudio:** *Send Message, Add Note, or Assign/Add Task*

You'll see these choices throughout the platform, including on each recommendation card

Act on Laudio's recommendations (below) or on your own observations (right)



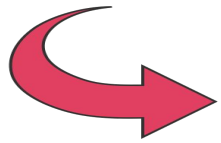
Delegate to another team member (Coming soon!)





## Acting on a Recommendation – Adding a note

- Choose a Recommendation and click “Add note”
- Create your note and add any workflows or tags that are relevant
- Save your note – it will be visible on the team member’s profile under “Activity”



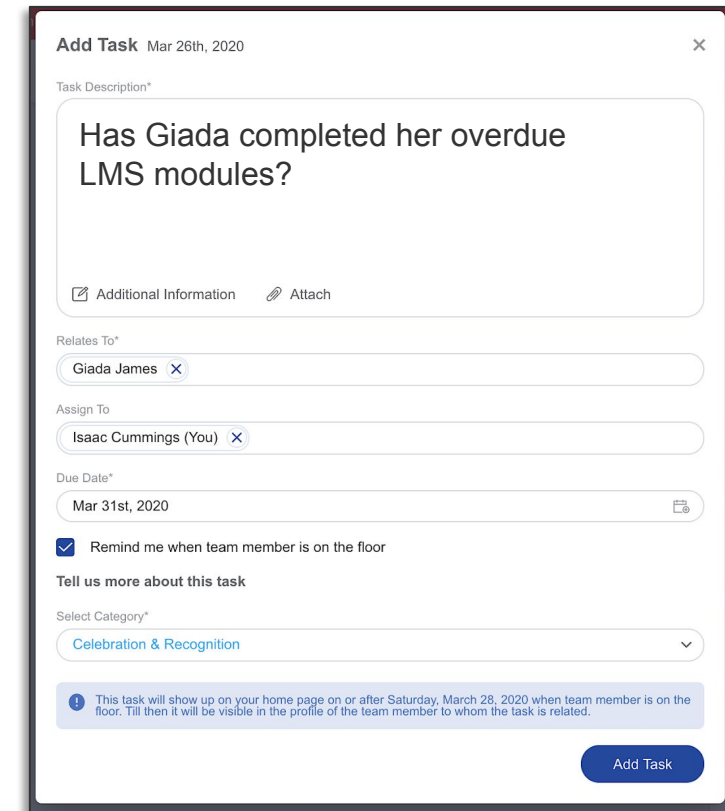
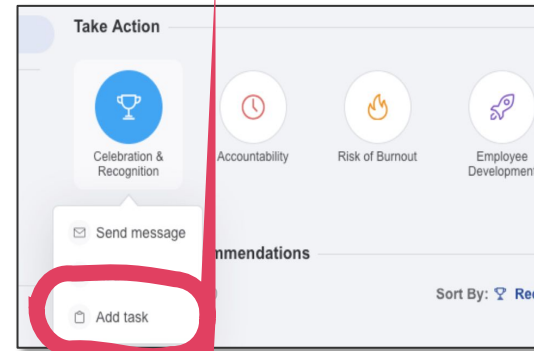
You can add notes about a recommendation from Laudio, or about anything you want to document

Tip: Notes won't go to the team member; they'll just save to their profile for your reference

# Create and Manage Tasks

Creating a task is like making your own recommendation to act on something at a later time

- Choose a category and select “Add task”
- Create your task and enter the Team Member it relates to
- Assign to yourself or another leader on your team
- Choose a due date
- Receive a reminder when they are on the floor (optional)



The task will appear as a recommendation on the team member's profile immediately

Three days before the due date the task will appear in your Top Recommendations

Tip: You'll get an email notification when the team member is on the floor within 3 days of the due date (if you've selected that option)

# Dynamic Team Member Profiles

See all of the important information on your team members in one place!

This profile pulls data automatically from your HR platform, Timesheets, other systems, and the team member's InForms responses

You will also see any active recommendations and Laudio activity including messages, notes, and tasks



**Sam (Samantha) Hawkins**  
RN, Full Time

**Turnover Risk**  
Past rolling 90 days

**Actions Taken vs. Target**  
Past rolling 90 days: 3/1

**Overview**  
Last updated on Aug 15, 2022  
Send InForm to collect data

**About**  
Moonlights as a pastry chef.  
Mother of three.

**Preferred Name**  
Sam

**Birthday**  
Jun 11

**Hire/Start Dates**  
Apr 17, 2018 (Most recent hire date)  
Dec 18, 2021 (Original hire date)

**Preferred Mode of Communication**  
Email

**Phone**  
(123) 456-7895 (Cell)  
+ Add phone

**Preferred Email Address**  
hawkins@email.com

**Workflows**

- Professional Engagement**  
Last updated on Aug 15, 2022  
Send InForm to collect data
- Committees and Projects**  
Unit based practice council  
Currently Active  
+ Add committee/project
- Degrees**  
Bachelor's, Nursing  
Completed  
+ Add degree
- Specialty Certifications**  
Eligible for specialty certification  
RN-BC (Medical-Surgical Nursing)  
Active, Expiration date Aug 1, 2024  
+ Add specialty certification
- Professional Interests**  
Community work

**Time & Attendance**  
Occurrences (Events), Past rolling 365 days for pay period ending Aug 14, 2022

No call / no shows	0 (0)
Unscheduled absences	0 (0)
Missed punches	0 (0)
Late clock ins	0 (0)
Early clock outs	0 (0)
<b>Total</b>	<b>0</b>

**Mandatories**  
Data last updated: Aug 14, 2022

# Goals and Objectives

## Getting Started

### Goals:

- ✓ Learn how to log in to the Laudio Platform using your SSO
- ✓ Learn to navigate and use the various tools, recommendations and workflows

### Learning Objectives

- ✓ Act on and complete a Recommendation
- ✓ Focus on Celebration & Recognition
- ✓ Learn about action targets
- ✓ Add your own note or message
- ✓ Introduce the Profile page

## Next

### Goals:

- Log in to Laudio daily
- Review your Top Recommendations
- Use the tools and workflows for Celebration and Recognition

### Learning Objectives

- Review additional support and tutorial content via Laudio Learning
- Reach out to a Laudio Champion for support
- Check in with your director or other supervisor about setting some team goals

## Later

### Goals:

- Laudio is a seamless part of your daily work and key tool for Celebration and Recognition
- You are using Laudio for Employee Rounding regularly

### Learning Objectives:

- Attend a Laudio Webinar
- Discuss best practices at your team huddles or meetings

# Getting Started on your Laudio Journey

- Make Laudio a Habit
- Act on Top Recommendations
  - Send an email (add an ecard!)
  - Add a note
- Complete/Ignore Tasks

Laudio's Top Recommendations — Sort By: Recommendation Type

· Work Anniversaries ✓ ×

1 team member has an upcoming work anniversary

**Rebecca Stone**  
5 years  
Monday, Aug 3rd [see more](#)

Send message Add note Assign

· Expires Aug 10th, 2020 ✓ ×

You talked to **Adilynn Madden** about coming in early 6 weeks ago. It used to be 82% of shifts. The last 6 weeks have improved: 40% of shifts!... [see more](#)

Send message Add note Assign

# Laudio Do's and Don'ts

## Document


- Letters of recognition from patients or peers
- Daisy nominations
- Unit based awards (Employee of the month, Nurses week, etc)
- New certification or graduation
- Pictures of achievements
- Performance improvement plans
- Requests for increased or decreased hours

## Do NOT document

- PHI
- Medical information as part of an investigation
- FMLA documentation
- Annual performance reviews

# Questions? Contact Us!

Email the Laudio Customer Success team at [support@laudio.com](mailto:support@laudio.com)

You can also submit questions within Laudio utilizing the help icon  in the bottom left of your Laudio homepage

A screenshot of a Zendesk 'Leave us a message' form. The form has a blue header with the text 'Leave us a message' and a minus sign. Below the header are four input fields: 'Your name', 'Email address', 'How can we help you?' (a larger text area), and 'Attachments' (with a paperclip icon and the text 'Add up to 5 files'). At the bottom left of the form is the text 'zendesk' and at the bottom right is a blue 'Send' button.