

Subject: The right ingredients at your fingertips 🍎

Date: Tuesday, December 6, 2022 at 11:10:33 AM Mountain Standard Time

From: Pinnacle Quality Insight

To: Kara Henry



Before professional chefs begin to cook, they prep their space so that all the ingredients and equipment are at their fingertips. The French term for this is *mise en place*, or “everything in its place.” All ingredients are measured, cut, peeled, and arranged in the kitchen so they’ll be easy to reach right when the recipe calls for them. The pans are clean, and the whisk is at the ready. As the chef cooks, they never have to look around for the salt or stop to peel a potato.

We’re always working to make your experience with our software as smooth and seamless as a perfectly prepped *mise en place*. In My.Pinnacle, we make it easy to keep track of and assign tasks so that you don’t miss resolving customer concerns. In Retain, we’ve launched a help button that gives you instant access to our support library without leaving the website.

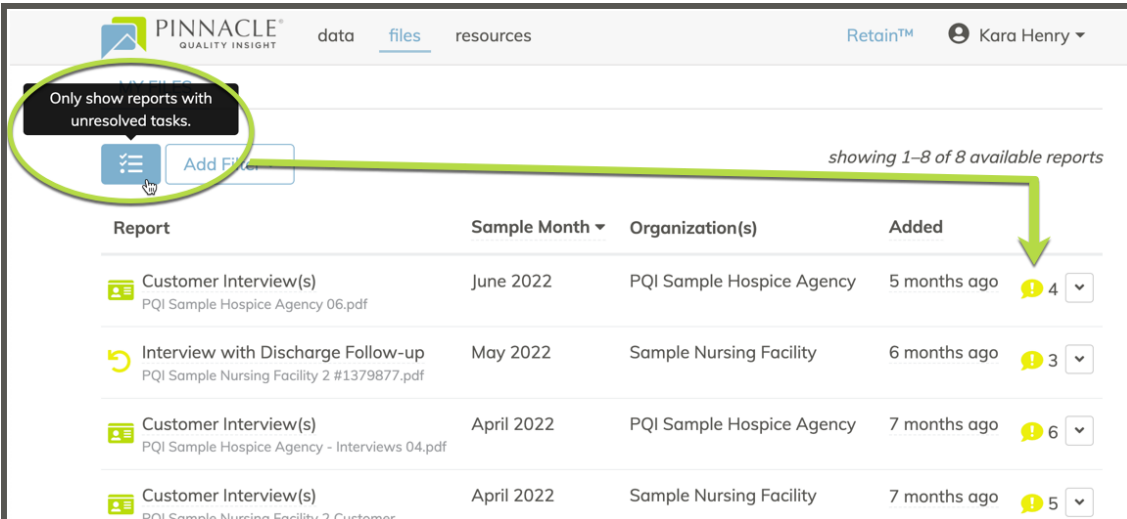
MY.PINNACLE

See only unresolved tasks

We encourage you to make use of the My.Pinnacle [discussion task](#) feature whenever there's action that needs to be taken on a piece of customer feedback.

Tasks that aren't assigned to anyone tend to float around until they're forgotten about. Assigning tasks within My.Pinnacle discussions is the simplest way to keep your management team organized, accountable, and on track.

You can quickly see which reports have unresolved tasks when you're on the report page. Click the filter icon on the top left. The reports will filter to only those with unresolved tasks.



The screenshot shows the My.Pinnacle interface. At the top, there's a navigation bar with 'data', 'files', and 'resources' tabs. The 'files' tab is active. On the right, there's a user profile for 'Kara Henry'. Below the navigation bar, there's a section titled 'Only show reports with unresolved tasks.' with a filter icon (three horizontal lines) and an 'Add Filter' button. A green arrow points from the filter icon to the filter icon in the table header. The table has columns: 'Report', 'Sample Month', 'Organization(s)', and 'Added'. It shows four rows of reports. Each row has a yellow bubble icon with a number inside, indicating the number of unresolved tasks. The first row has 4 tasks, the second has 3, the third has 6, and the fourth has 5.

Report	Sample Month	Organization(s)	Added	Unresolved Tasks
Customer Interview(s) PQI Sample Hospice Agency 06.pdf	June 2022	PQI Sample Hospice Agency	5 months ago	4
Interview with Discharge Follow-up PQI Sample Nursing Facility 2 #1379877.pdf	May 2022	Sample Nursing Facility	6 months ago	3
Customer Interview(s) PQI Sample Hospice Agency - Interviews 04.pdf	April 2022	PQI Sample Hospice Agency	7 months ago	6
Customer Interview(s) PQI Sample Nursing Facility 2 Customer	April 2022	Sample Nursing Facility	7 months ago	5

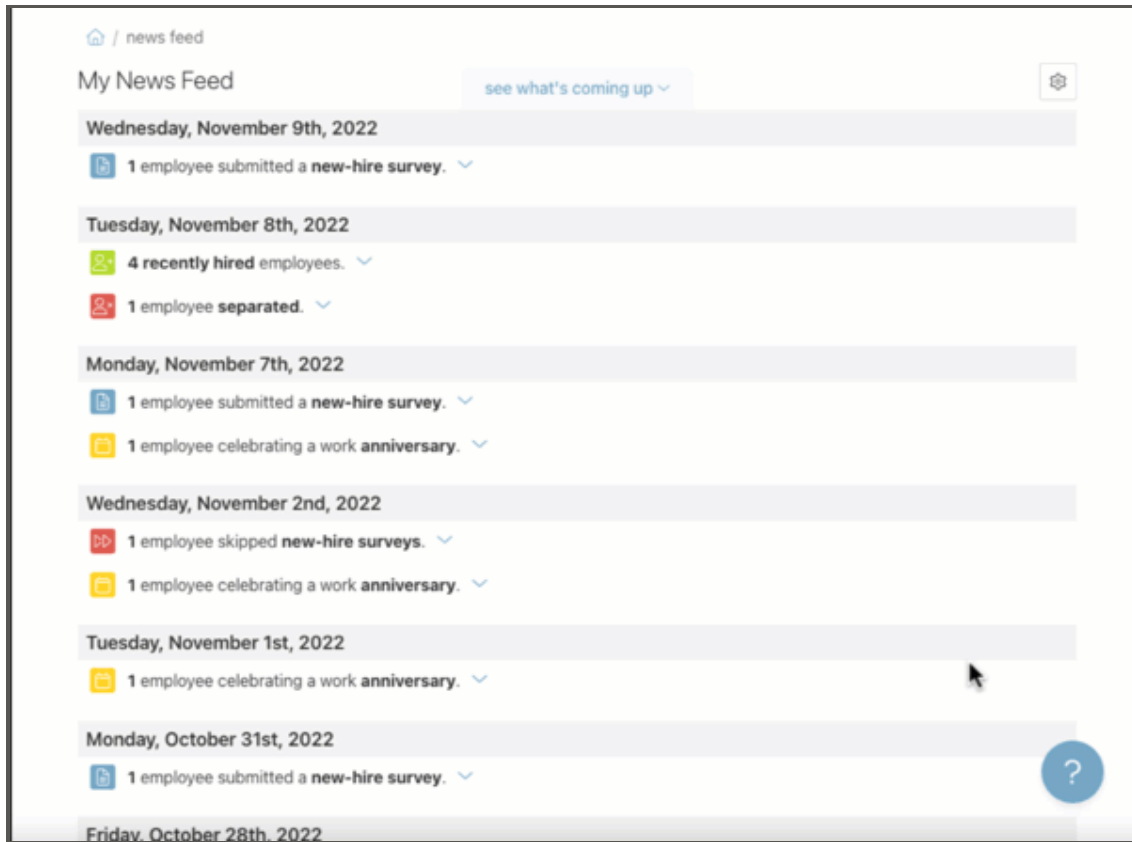
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RETAIN

NEW! Search our support library without leaving the website

We've made it easier than ever to access our Retain support articles; you never need to stop what you're doing to find the answers you need. Hit the question mark bubble on the bottom right; you'll be able to search our entire learning library without ever leaving Retain.

If you can't find an answer, you can click "Ask" to send an email to our account managers. They'll be happy to help!



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ORIGINAL RESEARCH

Awards correlate with higher patient and employee satisfaction, study finds





Pinnacle's new study explores the correlation between AHCA/NCAL National Quality Awards and higher satisfaction scores among both employees and customers. View the study results and some intriguing takeaways on the underlying factors that influence scores in the years surrounding the award.

[View the Study](#)

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