Ensuring a Timely Response for Satisfaction and Safety

Staff interactions and response times relating to satisfaction and safety initiatives are confirmed through the Provider 680 Nurse Call System's EIS (Executive Information System) Activity Logging and Reporting Software. EIS software gives clinical managers the reporting tools to proactively monitor and address nurse call response issues potentially affecting patient/resident satisfaction and safety. If an incident occurs, the EIS software gives a full account of patient/resident and staff interactions by documenting the sequence of events. Using the EIS reports as a benchmark, administrators and managers can generate reports to spot trends in staff response times, review staff activity, or to see a sequence of interactions with a patient or resident.

A Full Selection of Reporting Options

Using a secured log-in from any computer on the facility's network, clinical administrators and managers can access the reports for all or specific units, a day or date range, specific times or the entire day, and all or specific call priorities. Examples of the reports included with EIS are:

- **Summarized Call Statistics:** By call priority, the report provides an overview of calling activity, call answered and in-person response times, and staff time in the room

- **Hourly Call Statistics Report:** Hour by hour, for each selected call priority, the report shows the call activity and staff response times making it easy to spot potential staffing levels or call activity volume levels affecting response times

- **Detailed Patient Activity Report:** Provides the details of staff and resident/patient interactions on the nurse call system for a single person during desired times and dates

- **Staff Assignment Reports:** When used with wireless phone or pagers, the Current Staff Assignment Report gives clinical managers a report they can post at the beginning of a shift where staff can review their assignments

- **Exception Report:** Shows administrators and managers specific patient/resident calls that were answered or cleared in the room outside of the maximum desired timeframes

JERON®
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Provider® 680
Nurse Call System

Leading Technology With Flexible Options

The Provider 680 EIS software leverages the latest database technology and options to give clinical managers everywhere access to the information they need:

- **Browser Access with User Access Control:** From any computer on the facility LAN, users sign-in and generate reports. There is no local software to maintain on networked computers and the user's sign-on controls what they can access

- **Report Output Choices: PDF or Excel**: Reports are generated in PDF for simple distribution and archiving or in Excel when additional data mining is required

- **SQL Database**: The database logging of all system activity is stored in a standard Microsoft® SQL database allowing facilities to manage the data backup based on their organization's backup plan

- **Automated Emails**: Keeping data fresh and readily available, EIS reports can be automatically emailed. The emailed reports are sent at a specific time, such as once a week or every morning, and includes a "rolling" time frame worth of data, such as the previous day or previous week

Supporting Accountability

Healthcare facilities can use the EIS Activity Reporting and Logging Software to track and analyze events to improve the utilization of the nurse call system which is key to improving safety and satisfaction.

Jeron's Provider 680 EIS Software supports accountability with reports that highlight trends in staff response times, confirm staff activity, and document a sequence of interactions. The results of these comprehensive reports is to enable healthcare facilities to proactively manage response times, maintain workload balance, and reduce potential liabilities.

To find out more about the Jeron Provider 680 Nurse Call System, call **Jeron** at **1-800-621-1903** or visit us at **www.jeron.com**

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