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Provider® 680 Application Brief

EIS Reporting for Measuring Performance, Managing Workload, and Documenting Staff Assignments

Application Overview:

It's difficult to improve what you can't measure, so Provider 680 includes an activity logging and report generation option called EIS (Executive Information System). From any computer on the facility's LAN, administrators and managers can access the EIS software to generate reports that detail staff response to patient calls from across the entire facility, within a specific unit, or an individual patient room. Users can also generate reports to spot trends in staff response times, track staff activity or a sequence of interactions with one individual patient. These reporting options give users the tools to proactively address issues affecting patient satisfaction, staff satisfaction, and ultimately the liability of the facility.

When used in combination with pocket paging, wireless phones, or real-time locating on Provider 680, the EIS software also allows users to generate reports of staff to patient assignments. Administrators and managers can use the staff assignment reports to track down issues specific to a single caregiver and also to document staff to patient assignments as required by Joint Commission.

Features/Benefits:

- **Browser Access** – From any computer on the facility LAN, users can sign in and generate reports.

- **User Sign-On Control** – Each user's sign-on determines what types of reports they can generate and for what areas (the entire facility, several units, or just one unit.)

- **Unlimited Concurrent Users** – There are no limits on the number of users or "seats" that can access the reporting software at the same time.

- **SQL Database** – The database logging of all system activity can be stored on the same PC/Server as the report generating software or on a separate server. The ability to store the activity database on a separate PC/Server allows the facility to back up the data based on their backup plan.

- **PDF Output** – Reports are generated in a standard PDF file format output which keeps the reports secure from unintentional modification and the reports can be readily shared via email, archived, or printed.

- **Graphical Reports** – The PDF reports present the data in both a table format and a graphical format making it easier to spot trends and issues**.**

- **Export to Excel** – Reports can be exported into an Excel file to either view/share the data, to create custom charts within Excel, or further analysis within Excel.

- **Automated Report Emails** – At a preset time/date, such as once a week or every morning, reports can be automatically emailed to selected users. The automated reports are based on a previously defined Public or Private Report and for a rolling time period, such as the previous day or previous week.

- **Report Options** – Each user can set call response goals for each call priority, flagging those calls that are not answered or cleared in person within a set time period. Depending on the type of report, each report can be generated across the entire facility, several units, a single unit, or down to a single room. The report can also include all call priorities, several call priorities, or a single call priority. Reports can be generated for a single day, across multiple days, and/or specific hours within the day, or all hours in the day.

- **Public and Private Reports** – Customized parameters can be saved as 'Public' or 'Private' for future report generation; no need to reenter the report's attributes. Public Reports are available to all users while Private Reports are only available to the user that created the report.

- **Built-In Reports** — Depending on their level of access, users can generate any of the following built-in reports using the date, time, area, call priority, and response time attributes to customize the report:

  - *Summarized Call Statistics Report:* by call priority, the report provides an overview of calling activity, response time, and staff time in the room

  - *Hourly Call Statistics Report:* by each selected call priority, the report shows the call activity and staff response time in one-hour increments for each day of the week

  - *Detailed Patient Activity Report:* provides the specific details of every call for a complete room, an individual bed, or a single patient during specific times and dates

  - *Summary Patient Activity Report:* summarizes all the call activities for a complete room, an individual bed, or a single patient during specific times and dates

  - *Detailed System Activity Report:* provides an itemized record of the system activity in the order each event occurred

  - *Exception Report:* shows the calls and service requirements not answered or cleared within the desired time

  - *Staff Assignment (Current):* gives a snapshot view of all the current staff to patient assignments for pocket paging, wireless phone, and/or real-time locating

  - *Staff Coverage (History):* gives a history of staff to patient assignments for pocket paging, wireless phone, and/or real-time locating

Key Users and Managers:

Nursing Managers - EIS reports enable managers to balance staffing or highlight problems with a staff member (burdening other staff with more work). Improving the staff load scheduling both improves patient response time (patient satisfaction) and staff satisfaction. The Staff Assignment report simplifies the posting and archiving of staff to patient assignments as required by Joint Commission. Since the report generation is browser based, the Nurse Manager can generate reports from their desktop computer at their convenience.

Administration /Nursing Management - EIS reports allow administration to analyze trends that affect call response times and shift workloads accordingly. Customized reporting means the manager can select specific metrics for simplified analysis. If there is an issue, the Detailed Patient Activity Report documents all patient/staff interaction instead of relying on patient's and staff's memory when there are liability concerns. The automated emailing of reports saves managers the steps of having to pull the reports and readily keeps fresh reports available to them. The ability to export the report data into Excel allows for detailed analysis and archiving beyond the standard reports included with EIS.

IT/Biomed - The browser access to reports means there are no software components to load and maintain on each user's PC. The SQL database structure allows the data to be stored separately from the EIS reporting component so the data can be readily backed up in accordance with the facility's backup plan. Because the EIS software is not integral to the life safety and alerting components of the Provider nurse call system, any issues with the facility's LAN or the software itself will not adversely affect the operation of the core nurse call system.