

Reports & Dashboard

- [Dashboard](#)
- [Reports](#)
- [SLA KPIs](#)

Dashboard

Dashboard Overview: The dashboard offers a visual snapshot of alarm management within care homes. Here are the key features:

1. Graphical Interface:

- The dashboard presents data using pie charts and graphs.
- Users can quickly assess critical information related to alarm handling.

2. Busy Hours Analysis:

- Easily identify peak activity hours when alarms are most frequent.
- This insight helps allocate staff resources effectively.

3. Average Response Time Tracking:

- View the average time taken to respond to alarms.

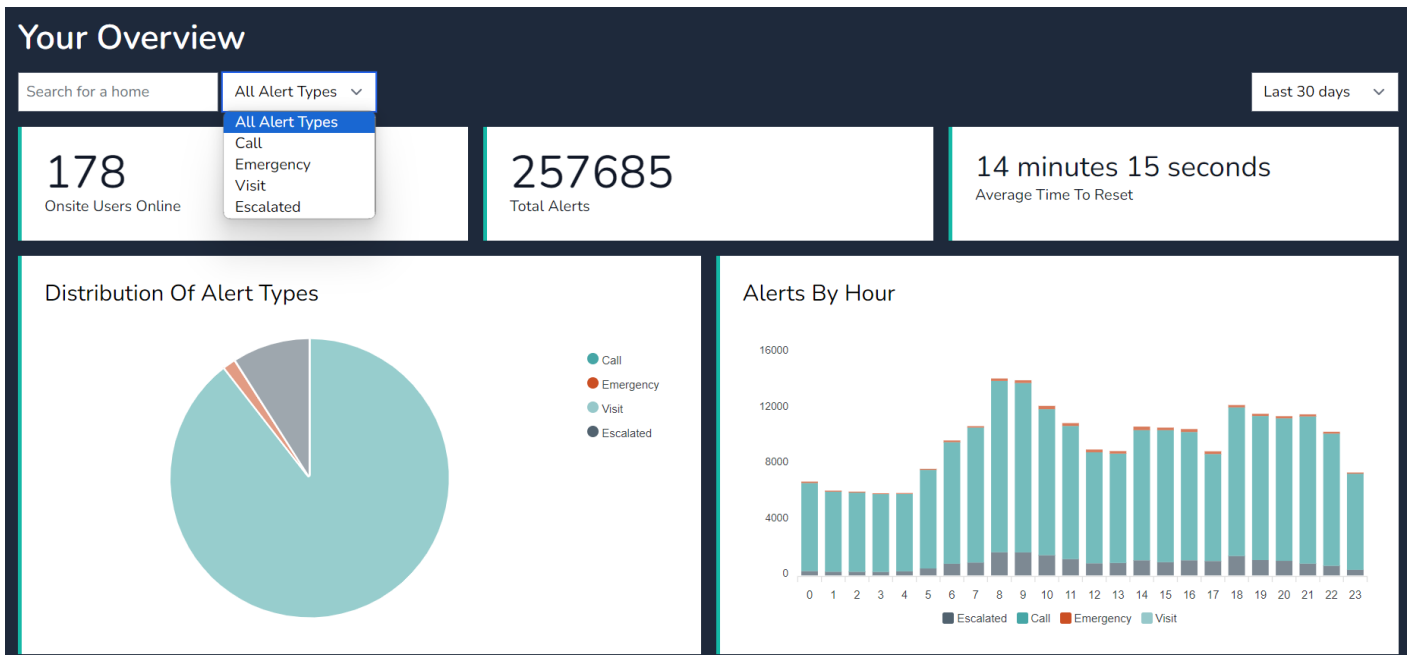
4. Flexible Filtering:

- Filter data by alert type (e.g., Escalated & Emergency Alarms) or specific days.
- Custom date ranges allow in-depth analysis.

5. User Monitoring:

- Access a list of users currently logged into the system.
- Stay informed about user activity and system utilization.

Remember, the dashboard empowers care providers with actionable insights for better decision-making and enhanced resident care.



Your Overview

Search for a home

Emergency ▼

06/02/2023

to

09/02/2024

Custom

0

Onsite Users Online

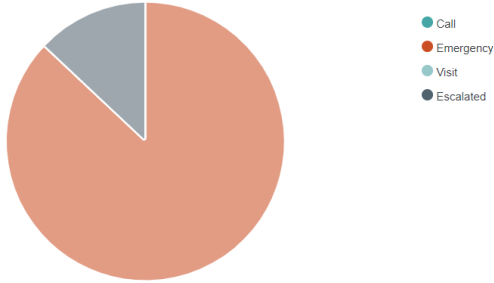
33339

Total Alerts

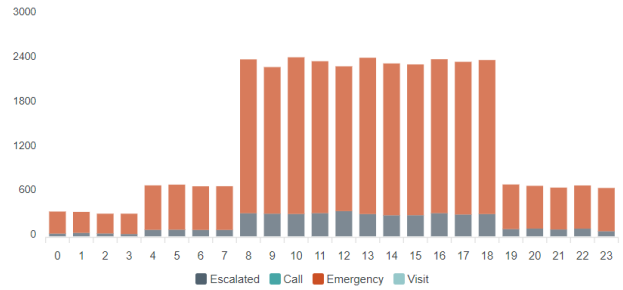
7 minutes 45 seconds

Average Time To Reset

Distribution Of Alert Types



Alerts By Hour



Home Breakdown

Home Name	Total	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
Demo Home	14439	316	306	328	290	304	459	453	641	913	917	814	763	629	552	583	659	745	774	802	815	747	771	488	370	Report

Active Onsite Users

User	Home	Last Seen	Session Started At
Holly Lewis	Demo Home	4 seconds ago	Fri, Feb 9, 2024 10:39 AM
Basheer Muhammedali	Demo Home	4 seconds ago	Fri, Feb 9, 2024 10:38 AM
Lissy Bartlett	Demo Home	3 seconds ago	Fri, Feb 9, 2024 10:35 AM
Taylor Smith	Demo Home	4 seconds ago	Fri, Feb 9, 2024 9:59 AM
Zoe Hart	Demo Home	3 seconds ago	Fri, Feb 9, 2024 8:53 AM
Sally Loram	Demo Home	4 seconds ago	Fri, Feb 9, 2024 8:24 AM
Karen Neale	Demo Home	4 seconds ago	Fri, Feb 9, 2024 8:22 AM
Geethanjali Muthupandian	Demo Home	4 seconds ago	Fri, Feb 9, 2024 8:16 AM
Leta Diamond	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:43 AM
Shelley Dempster	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:39 AM
Jade Tanner	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:34 AM
Amanda McNulty	Demo Home	4 seconds ago	Fri, Feb 9, 2024 7:00 AM

Reports

Overview: The system offers a comprehensive overview of nurse call activity within care homes. Users can generate system-wide reports, zone-specific insights, room-level data, and user engagement summaries. By applying **consistent filters** across all report pages, care providers can analyse response times, trends, and performance metrics. Additionally, reports can be scheduled for automatic email delivery on a daily, weekly, monthly, or annual basis. The platform includes real-time alerts, ensuring immediate visibility and responsiveness. With real-time monitoring, care providers can stay informed and address urgent situations promptly.

The report is structured hierarchically, starting from the highest level which is System, followed by Zone, Rooms, and Users.

Reports are currently accessible from the home management page & site reports.

1. System Report:

- The **top-level overview** provides information for all rooms.
- View system report by selecting the Site Report tab.
- Use the filters and date ranges to drill down in to data for the entire system.

2. Zone Report:

- Accessed under the Home Management Page.
- View the total amount of alerts each zone has received.
- Filter by Alert Type & Custom Dates

3. Room Report:

- Further down the hierarchy, we encounter the **room-level report**.
- Rooms correspond to physical locations within zone.
- Accessed via the Home Management tab or Site report tab.
- Under the home management tab, Rooms are sorted in name order
- Under the Site Reports tab Rooms are sorted in the highest alert order.

4. User Report:

- Finally, we have the **user report**.
- This focuses on individual users, their activities, and interactions within the home
- Metrics may include user behavior, access patterns, and alerts accepted vents.

1. Accessing the System Report:

- From the **home management page**, select the view home report tile.
- Alternatively, navigate to the **site report tab**.

2. Filtering Data:

- **Change the filters** on the page to show the calculated data for the filter set for the whole home. report.
- Adjust parameters such as date range and Alert Keyword type
- The system will then calculate and display data specific to the selected filters.

- **Live Alerts** show in real time on the platform, the call is highlighted with a bold colour to indicate a call is active.

Demo Home
184
Alerts shown below

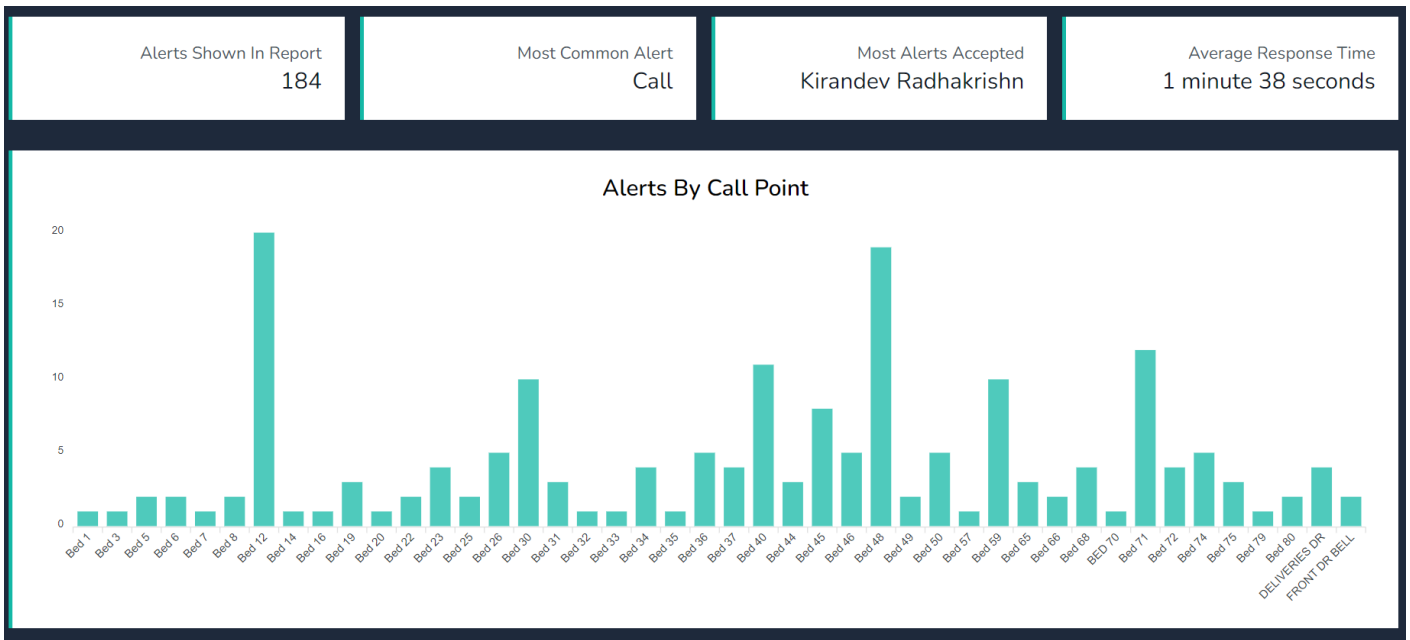
All Alert Types ▾

Today ▾

Live Alerts

Location	Alert Type	Created At	Accepted At	Accepted By	Time To Accept	Escalated At	Reset At	Time To Reset
Bed 31	Call	Fri, Feb 9, 2024 11:12 AM						
Bed 23	Call	Fri, Feb 9, 2024 11:12 AM						

- View graphical information by Callpoints or Users.





- View individual rooms reports, print to PDF or schedule a report.

Bed 12

Created: Wed, Aug 23, 2023 8:38 AM

923
Alerts shown below

All Alert Types ▾ Last 30 days ▾

Alerts Shown In Report 923	Most Common Alert Call	Most Alerts Accepted Ahkil Parrackal	Average Response Time 2 minutes 38 seconds
-------------------------------	---------------------------	---	---

SLA KPIs

In the platform, you can create a comprehensive **SLA & KPI Dashboard** to efficiently monitor alerts, set metrics, and apply thresholds. Let's break down the steps:

1. SLA & KPI Dashboard Creation:

- Navigate to the Nexus Care home and view SLA dashboard.
- Add widgets for alerts, breached SLAs, and KPI metrics.

2. Viewing Breached Alerts:

- The dashboard should display a summary of all active alerts.
- Alerts that have breached predefined thresholds will be prominently highlighted.

3. Creating Metrics and Thresholds:

- Define the key performance indicators (KPIs) relevant to your home.
- Set thresholds for each metric.

4. Email Notifications:

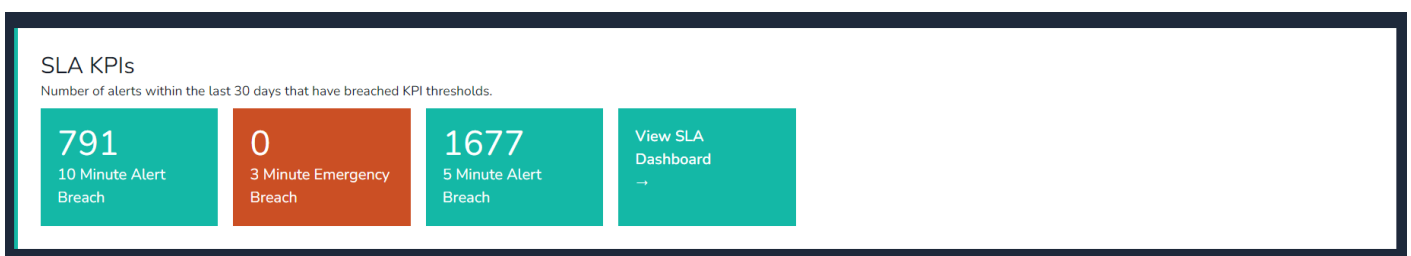
- Configure email notifications for breached thresholds.
- Receive real-time alerts via email when thresholds are breached.

5. Exporting Breach Data:

- To export a list of breached alerts:
 - Choose the desired date range (e.g., from a specific date to the present).
 - Export the data in **CSV format**.
 - The exported file will contain details such as timestamp, alert type & response times

Dashboard Tile View

1. Select View SLA Dashboard Tile



2. Add new KPI Metric



3. Add Metric name and select an Alert Type

Create New KPI For Demo Home

Name

Alert Type

- All Alert Types
- Call
- Emergency
- Visit
- Escalated

4. Select Manage Threshold and configure thresholds as required. Accepted at is for the accept on the mobile app threshold & the reset at is for the reset at callpoint threshold.

Create Threshold For 10 Minute Alert Breach

Time Amount Time Type Attribute Save

10 minutes Select Reset At Delete

Close

5. Email data for the threshold from any start date in time. Select the start date and press submit. An email with a link to download will follow.

Email CSV For Alert Breach

Please enter a start date below and a CSV containing all alert breaches since that date will be emailed to you.

Start Date

dd/mm/yyyy



Submit

Close

6. Notifications can be sent if a threshold has been breached and users need to be notified of the breach. Enable the user(s) for the email notification & press save

Manage Notifications For Alert Breach

Home Cloud Users

Name	Email Address	Enabled
Martin Tele Alarm	Martin.thompson@nexuscare.co.uk	<input type="checkbox"/>
Nexus Home Manager	homemanager@nexuscare.co.uk	<input checked="" type="checkbox"/>
luke home test	home@lukehebb.uk	<input type="checkbox"/>

Group Cloud Users

Name	Email Address	Enabled
------	---------------	---------

Close

Save