

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

Created: Thu, Aug 10, 2023 2:37 PM

184

Alerts shown below

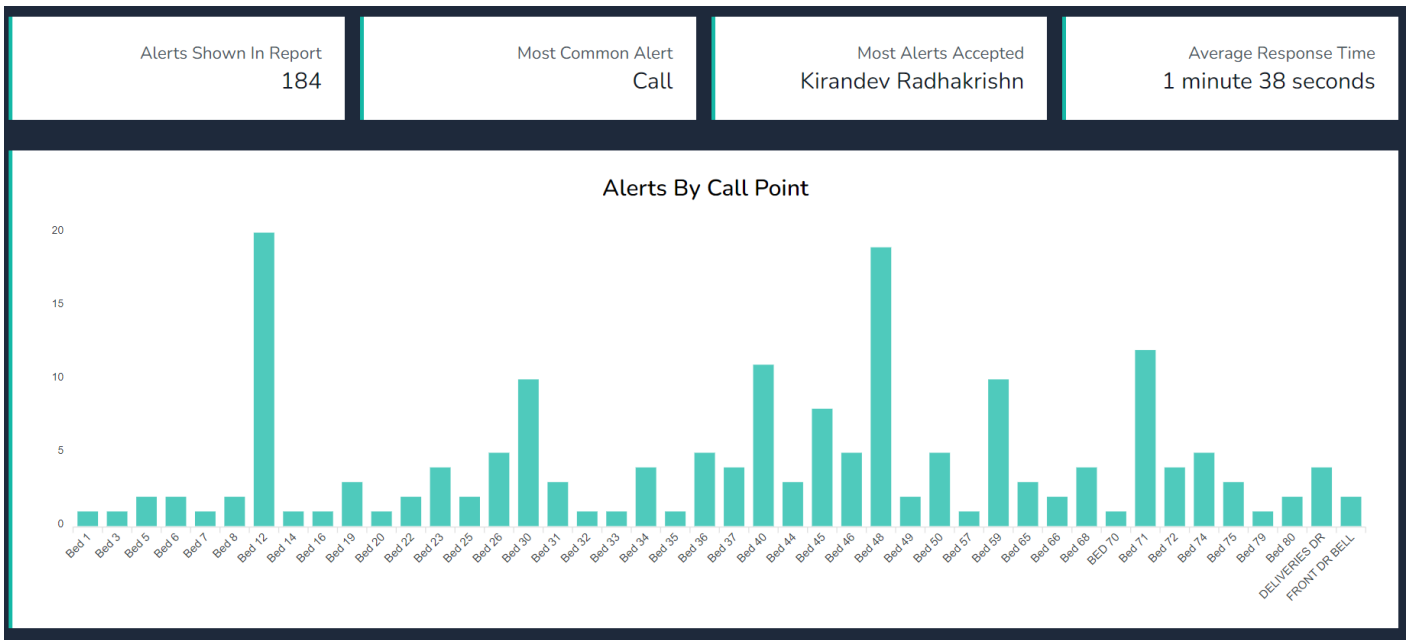
All Alert Types ▾

Today ▾

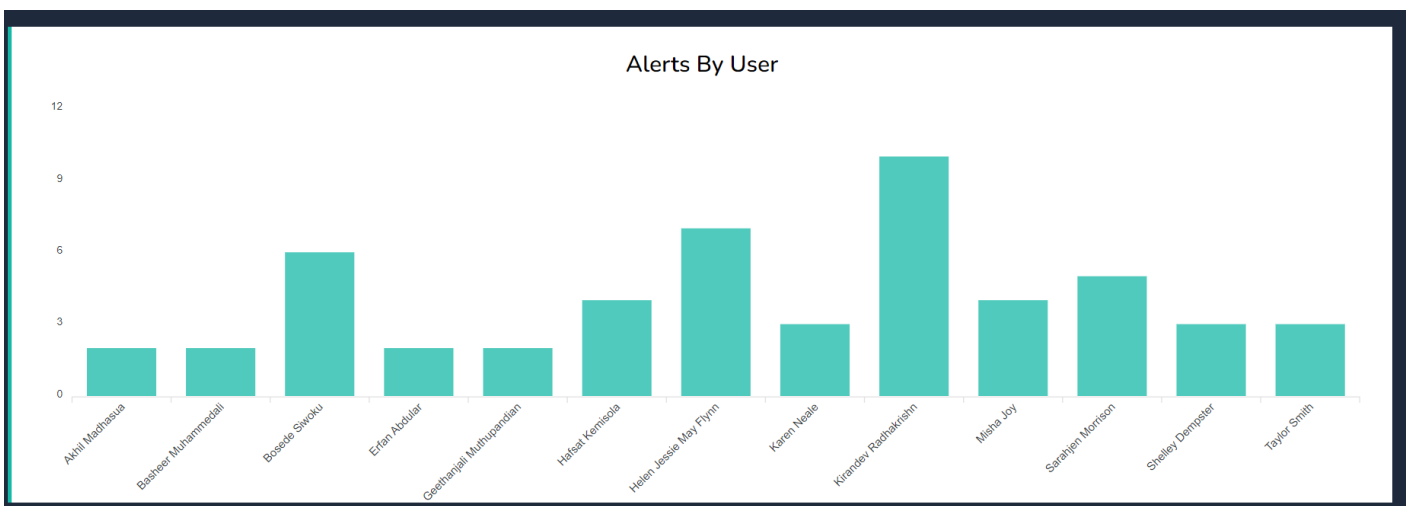
Live Alerts

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.



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- 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
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