



Reports Advantage

Productivity, Workflow and Performance Tracking
for Your Unit, Your Staff and Patient Care



Reporting — the way you want it.

Responder 5 Reports Manager software delivers critical reports to help you track key performance indicators related to your staff and your patient interactions.

Now you can view, monitor and trend the critical activities that impact your workflow, and the performance of your unit, your staff and resulting patient care.

Complete with 'My Reports' and spreadsheet features, Responder arms you with the reporting tools you need to gather data real-time, analyze it on the fly and make decision-making easier. All reports and data can be stored in a SQL database for tracking and comparison over time.



Call Type Exceptions		
Bath Assist - 2	Voice Response Time greater than (>) 00:00:10 2 events met voice response time 0 events did not meet voice response time = 0%	Staff Response Time greater than (>) 00:00:30 0 events met staff response time 2 events did not meet staff response time = 100%
Bath Emergency - 7	Voice Response Time greater than (>) 00:00:10 6 events met voice response time 1 events did not meet voice response time = 14%	Staff Response Time greater than (>) 00:00:30 4 events met staff response time 3 events did not meet staff response time = 42%
Go To Toilet - 2	Voice Response Time greater than (>) 00:00:10 2 events met voice response time 0 events did not meet voice response time = 0%	Staff Response Time greater than (>) 00:00:30 0 events met staff response time 2 events did not meet staff response time = 100%
In Pain - 4	Voice Response Time greater than (>) 00:00:10 4 events met voice response time 0 events did not meet voice response time = 0%	Staff Response Time greater than (>) 00:00:30 2 events met staff response time 2 events did not meet staff response time = 50%
Patient - 13	Voice Response Time greater than (>) 00:00:10 11 events met voice response time	Staff Response Time greater than (>) 00:00:30 5 events met staff response time

HCAHPS Reporting

These reports allow nurse managers and staff to identify those areas where they may need to alter workflows in order to improve HCAHPS scores. With the ability to measure activity and response times as well as report on exception and coverage data, the reports provide all of the information needed to know where to alter workflows to improve the patient experience.

Time Period	Activity / Event	Staff Name / Level
9:00 am	Reassess pain 30 min	Karina Behr (RN)
10:00 am	Reassess pain 60 min	Karina Behr (RN)
11:00 am	Round PCT 1 hr	Maria Randall (PCT)
Noon	Round PCT 1 hr	Maria Randall (PCT)
1:00 pm	Round RN 1 hr	Karina Behr (RN)
2:00 pm	Round RN 1 hr	Karina Behr (RN)
3:00 pm	Wound Care	Veronica Kagley (RN)
4:00 pm	Insulin Check	Veronica Kagley (RN)
5:00 pm	Round RN 1 hr	Veronica Kagley (RN)
6:00 pm	Turn Patient	Katie Stefani (RN)

Hourly Rounding

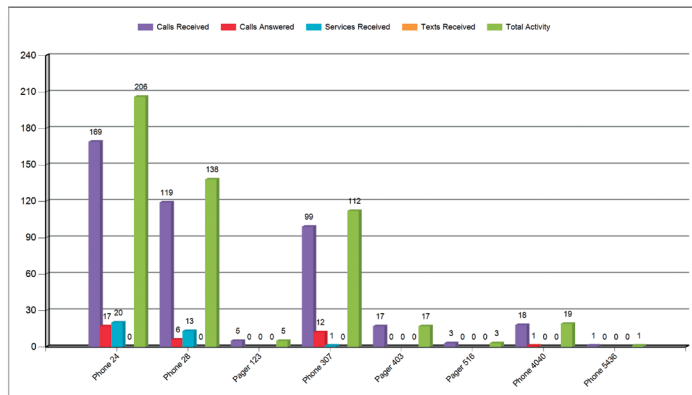
Hourly Rounding has been proven to reduce the number of patient calls – keeping the unit quieter while freeing up time for staff to complete their tasks without interruptions, and improving patient safety. These reports help nurse managers verify that staff are following procedures and are committed to rounding compliance.

for Managing Staff and Delivering Better Patient Care

Staff Name / Call Type	Total	Average Voice Response Time	# Met Voice Response Time	%	Average Staff Response Time	# Met Staff Response Time	%
Behr, Karina	12	00:05	10	83 %	00:00	0	0 %
In Pain	1	00:03			00:00		
Need RN	3	00:04			00:00		
Patient OT	3	00:09			00:00		
Patient OT2	1	00:00			00:00		
Reassess Pain 30m	1	00:06			00:00		
Round 1Hr RN	1	00:05			00:00		
Shower	1	00:07			00:00		
Water	1	00:02			00:00		
Clavey, Sandy	19	00:02	19	100 %	00:00	0	0 %
Bed Issue	2	00:03			00:00		
Go To Toilet NPZ	2	00:02			00:00		
Go to Toilet	1	00:06			00:00		
In Pain	2	00:02			00:00		
In Pain NPZ	6	00:02			00:00		
Need Ice	1	00:02			00:00		
Need PCT NPZ	1	00:04			00:00		
Need RN NPZ	1	00:02			00:00		
Need Water NPZ	2	00:02			00:00		
Pick Up Tray	1	00:02			00:00		
Garrity, Kathleen	8	00:04	8	100 %	00:00	0	0 %
Dr. In Room	1	00:09			00:00		
Go to Toilet	1	00:09			00:00		
Patient	5	00:03			00:00		

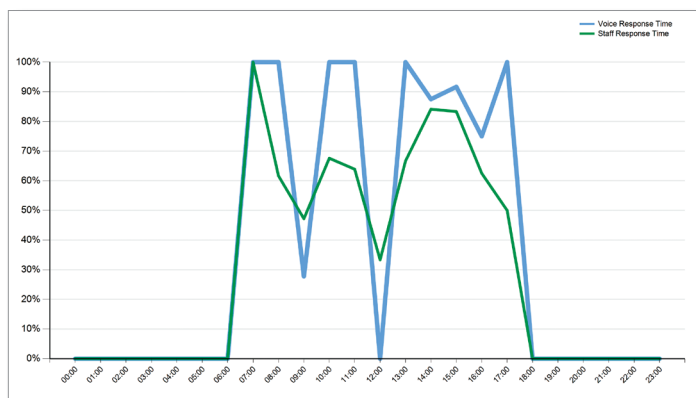
Response Times

Identifying patient calls and staff members that are meeting unit response goals allows nurse managers to identify strengths and reward staff members who meet hospital response goals. Identifying those calls that need improvement allows the unit to focus on areas that need workflow changes.



Quieter Units

Completing hourly rounds has proven to result in fewer patient calls and lights, leading to overall quieter units. Knowing whether staff are completing their hourly rounds and altering their workflow when they are not can also lead to an improved patient experience and higher HCAHPS scores.



Trending Data

Knowing when your unit's busiest and slowest times of the day, week or month are can greatly assist nurse managers with planning and staffing. Analysis of this information enables the identification of trends and their causes, and aids in properly staffing a unit during these peaks and valleys.

4/27/2012			
Unit: 4West	Room: W401 - 1		
Round RN 2Hr	Call Placed		07:12 am
Notified:	Kagley, Veronica		00:15
	Four West NS console	ext. 24	00:15
Acknowledged by	Kagley, Veronica		00:20
Answered @	Four West NS console	ext. 24	00:28
Call Completed			00:28
TOTAL TIME:			00:28
Round RN 1Hr	Call Placed		07:13 am
Notified:	Four West NS console		00:15
	Kagley, Veronica	ext. 24	00:15
Answered @	Four West NS console		00:19
Call Completed			00:19
TOTAL TIME:			00:19
Reassess Pain 30min	Call Placed		08:39 am
Notified:	Kagley, Veronica		00:15
	Four West NS console	ext. 28	00:15
Answered @	Kagley, Veronica	ext. 28	00:26
Call Completed			00:26
TOTAL TIME:			00:26
RN service set by	Four West NS console		10:04 am

Single Source of Truth

In order to make more informed decisions, it's important to use a single source of truth for nurse call hardware, software and integrations. Not using a single system can result in loss of data accuracy and completeness, preventing your reporting package from realizing the full benefits of a single source of truth – increased data accuracy leading to better informed decision making.



Rauland is a respected leader in the design and delivery of advanced communications and workflow solutions for hospitals and care facilities worldwide.

Our Responder® communication and nurse call system helps nursing and other staff deliver the best possible patient care, with fast, direct patient-to-staff communication, flexible integration, intelligent call routing and real-time reporting. Responder helps gather data real-time for easier decision-making, optimized workflow and enhanced patient care and satisfaction. Local service, installation and technical support is delivered through an international network of certified distributors.

Learn more about Reports Manager, Responder 5 nurse call and the real benefits they can deliver to your healthcare facility.



Rauland

A Division of AMETEK, Inc.

North America +1 800 752 7725

Asia Pacific +65 64835750

Mid East & Africa +20 122 2154016

www.Rauland.com

Europe +1 847 7086890

Latin America +1 847 4544203