

# CALL ACTIVITY REPORTING

**Provider<sup>®</sup> 790**  
Nurse Call System

## Ensuring a Timely Response for Positive Patient Satisfaction

Staff interactions and patient response times are confirmed through Provider 790 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 satisfaction. If an incident occurs, the EIS software documents the sequence of interactions. Using the EIS reports as a benchmark, administrators and managers can generate reports to spot trends in staff response times, review staff activity, or find activity that falls outside of parameters important for patient safety and satisfaction.

Managers Can Access Reports  
From Any Networked Computer



### 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, in-person response times, and staff time in the room
- **Hourly Call Statistics Report:**  
Hour by hour 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 patient interactions on the Nurse Call system for a single person during desired times and dates
- **Staff Assignment Reports:**  
When used with wireless phones or pagers, the Current Staff Assignment Report gives clinical managers a report to post at the beginning of a shift where staff can review their assignments
- **Exception Report:**  
Shows administrators and managers specific patient calls that were answered or cleared in the room outside of the desired time frames



## Leading Technology with Flexible Options

Provider 790 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<sup>®</sup> 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 Call Activity Reporting 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 790 EIS Software supports accountability with reports that highlight trends in staff response times, confirm staff activity, and document a sequence of interactions. The result of these comprehensive reports is to enable healthcare facilities to pro actively manage response times, maintain workload balance, and reduce potential liabilities.

## Complete Reporting Solution:

- Customizable Reports Per User
- Full Record of All Nurse Call Events
- Facility-wide Access From Any Networked Computer



Learn more about the Provider 790 Nurse Call System; contact Jeron at 800-621-1903 or [www.jeron.com](http://www.jeron.com)