

CALL ACTIVITY REPORTING

Provider® 700
Nurse Call System

Ensuring a Timely Response for Satisfaction and Safety

Through Provider 700's Activity Logging and Reporting Software, healthcare organizations can see if their call response benchmarks are being met. Provider 700 reporting gives clinical managers the accountability tools to proactively monitor and address adverse nurse call response issues potentially affecting patient/resident satisfaction and safety. If an incident occurs, the reporting software gives a full account of patient/resident and staff interactions by documenting the sequence of events. Using these reports as a benchmark, administrators and managers can generate reports to spot trends in staff response times, review staff activity, or to see a sequence of interactions.



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. The available reports include:

- **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**

The report shows the call activity and staff response times in each hour making it easy to spot potential staffing levels or call activity volume levels

- **Detailed Patient/Resident Activity Report**

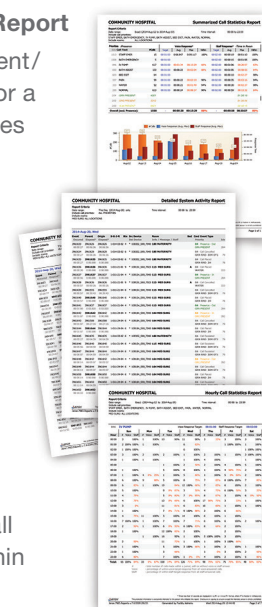
Provides the details of staff and resident/patient interactions on Provider 700 for a single room or bed during desired times and dates

- **Staff Assignment Report**

When used with wireless phones, smartphones, and/or pocket pagers, the Current Staff Assignment Report gives managers a report to post at the beginning of a shift where staff can review their assignments

- **Exception Report**

Shows administrators and managers the details of each patient/resident call that was not answered or cleared within the benchmark time period



Leading Technology With Flexible Options

The Provider 700 Reporting Software leverages the latest database technology and options to give administrators and managers everywhere access to the information they need:

- **Browser Access with User Access Control**

From any computer on the organization's 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 information they can access

- **Single Sign-On**

Integration with Microsoft® Active Directory means users don't need to remember additional passwords. When they log onto the facility's LAN they are automatically given access to Reporting Software

- **Report Output Choices - PDF, Excel, or CSV**

Reports are generated in PDF for simple distribution and archiving or Excel/CSV when additional data mining is required

- **SQL Database**

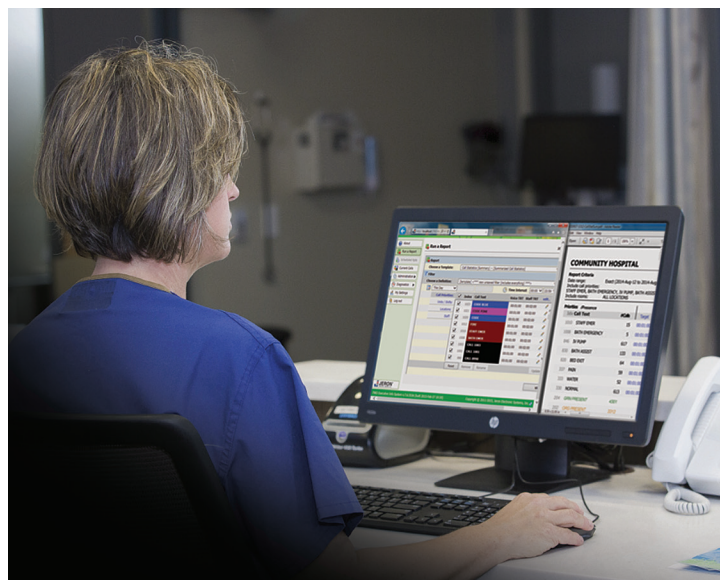
Database logging of all system activity is stored in a standard Microsoft® SQL database allowing facilities to manage the data backup based on their organization's backup plan

- **Automated Emails**

Keeping data fresh and readily available, the 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 Quality Metrics

Documenting all interactions, healthcare facilities can use the Provider 700 Activity Logging and Reporting Software to track and analyze events to improve the utilization of the nurse call system which is key to improving safety, satisfaction and reducing liabilities.



Complete Reporting Solution:

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

Learn more about the Provider 700 Nurse Call System; contact Jeron at **800-621-1903** or **www.jeron.com**