

MedStar Dashboards and Reports

Global Properties

Included Priorities:

Bath
Code Blue
Go to Toilet
In Pain
Need Water
Patient Call
Patient Call OT
Patient Call OT 2
Shower
Staff Assist
Staff Assist OT
Toilet

Excluded Units:

2H
2G
3G
3H
4H
3OR
EPACU
PACU
PreOp
3GI
4B
GCVRR
GOR

Excluded Rooms:

1C - 1C-2, 1C-11, 1C-14, 1C-16, 1C-35
1E/Front - 1E-02, 1E-6, 1E-7*, 1E-12
1E/Back - No Charting Rooms, 1E-13*, 1E-21, 1E-22*, 1E-19, 1E-20*
2C - 2C-11, 2C-14, 2C-16, 2C-18, 2C-20
2D - 2D-12, 2D-13, 2D-15, 2D-29, 2D-33
2E - 2E-13, 2E-15, 2E-17, 2E-24*, 2E-28
2F - 2F-14, 2F-16, 2F-17, 2F-23, 2F-28*, 2F-30, 2F-33
2NE - Room #2059(Multipurpose), 2056, 2060, 2051, 2073, 2057, 2NE-Staff Lounge (2050)
2NW - Room # 2027 (Multipurpose), Room# 2038 (Multipurpose), 2035, 2030, 2005, 2027, 2026
3C - 3C-01, 3C-14, 3C-16, 3C-21*, 3C-23, 3C-31, 3C-33*
3D - No Charting Rooms, 3D-13*, 3D-15*, 3D-16*, 3D-17*, 3D-23*
3E - 3E-13, 3E-21, 3E-23, 3E-35*, Same as charting rooms
3F - 3F-02, 3F-14, 3F-16, 3F-18, 3F-25
3NE - 3NE Charting room(#3066), 3061, 3067, 3064, 3065, 3090
3NW - Room #3031, 3034, 3032, 3030, 3033, 3038

4C - 4C-14, 4C-16, 4C-20, 4C-18
 4D - 4D-06, 4D-11, 4D-12, 4D-13, 4D-15
 4E - 4E-09, 4E-11, 4E-13, 4E-15*, 4E-17*
 4F - 4F-12, 4F-14, 4F-16*, 4F-18, 4F-34
 4NE - 4061 C, 4064, 4065, 4066, 4067
 4NW - No Charting Rooms, 4030, 4032, 4034, 4030, 4038, 4041
 5C - 5C-05, 5C-11, 5C-13, 5C-14, 5C-16*, 5C-18*, 5C-26*
 5D - No Charting Rooms, 5D-13, 5D-25, 5D-29, 5D-30*
 5E - 5E-07, 5E-09, 5E-11, 5E-13, 5E-15, 5E-17
 5F - No Charting Rooms, 5F-12, 5F-16*
 5NE - No Charting Rooms, 5036, 5067
 5NW - 5NW-5

Date Time Range:

12-hour shifts

Day: 7:00-18:59

Night: 19:00-6:59

Cerner Response Types:

ResponseType	ResponseMessage	Notification is acknowledged by staff (accepted, declined, acknowledged, callback)	Definition
Accept	Positive	x	Notification is accepted
Decline	Negative	x	Notification is not accepted.
Delivery Timeout	-		Notification did not make it to its destination in the specified time. This does not mean the notification never made it to the device. It is possible for a notification to have a Delivery Timeout AND ALSO a response.
Failed to Deliver	-		Notification was unable to reach the user device. This could be due to wireless issues, the user's device is turned off, or other issues.
Neutral	Neutral	x	Call is acknowledged but neither accepted nor declined
No Response	-		Notification is not responded to and is responded to by another personnel.
Positive Callback	Positive_Callback	x	Notification is accepted + a call back to the patient's room.
Timeout	-		Notification is not responded to within the allotted time.
Unknown			The response to the notification is unable to be determined

Assigning Staff Member to a Call

Not every Staff Response nurse call has a Staff Reg In associated with the nurse call itself; many calls have 'Staff Arrived' instead of 'Staff Reg In'.

Because of this, CareSight can assign Staff Response to the call but we cannot assign the call to an individual staff member. There are Staff Reg entries that occur just after the nurse call but they are not directly related to the nurse call alarm.

Global Definitions

Voice Response Calls (quantity):

Counting 'Positive Callback' (notification is accepted and a call back placed to the patient's room) from Cerner or 'Call Answered' entry from Rauland R5

Staff Response Calls (quantity):

Counting Rauland R5 activity = "Staff Reg In" or "Staff Arrived"

Note: "Staff Arrived" entries do not have a staff name associated with them

Voice Response Duration:

The duration of elapsed time from Rauland R5 AlarmStart to Cerner ResponseDateTime or from Rauland R5 AlarmStart to Rauland R5 'Call Answered'

Staff Response Duration:

The duration of elapsed time from Rauland R5 AlarmStart to Rauland R5 "Staff Reg In" or Rauland R5 AlarmStart to Rauland R5 "Staff Arrived"

Calls per Patient Day:

Total Calls divided by Bed Count. Bed Count is determined by room/bed activity

Dashboard Explanations

RAULAND CERNER NURSE CALL PERFORMANCE

- Total Calls = Total number of patient calls
- Voice Response Calls = R5 AlarmStart > Cerner ResponseDateTime OR R5 AlarmStart > R5 'Call Answered'

Use Cerner ResponseType = 'Positive Callback' (Notification is accepted + a call back to the patient's room) OR Rauland 'Call Answered' entry

- Avg Voice Response Calls = Average Voice Response time by Patient Call Type
- Staff Response Calls = R5 AlarmStart > R5 Staff Reg In TO R5 AlarmStart > R5 Staff Arrived

Use R5 activity = "Staff Reg In" OR "Staff Arrived" Note: "Staff Arrived" entries do not have staffID associated with them.

- Avg Staff Response = Average Staff Response Time by Patient Call type

RAULAND CERNER STAFF PERFORMANCE

- Total Number of Staff Visits = Counting distinct Staff RegIn events
- Total Time Spent in Room = Summing in room duration for Staff RegIn events
- Total Number of Notifications = Counting distinct notifications

RAULAND CERNER KPI BY DAY

- Call Volume = Total all calls
- Calls per Patient = Total Calls divided by Bed Count
- Average Duration = Total Call Duration Time divided by Total Calls
- Voice Response - Average Response = Average Voice Response time by Patient Call Type
- Voice Response - % Exceed 30 Sec = Threshold set by MedStar
- Staff Response - Average Response
- Staff Response - % Exceed 30 Sec = Threshold set by MedStar

AVERAGE VOICE & STAFF RESPONSE OVER TIME

- Average Voice Response = Average Voice Response time by Patient Call Type
- Average Staff Response = Average Staff Response Time by Patient Call type

RAULAND CERNER ROOM DASHBOARD - *Must Select a Unit*

- Total Calls by Shift = Total calls per shift

- Avg Voice Rsp by Shift
- Average Voice Response = Voice Response Total Time / Voice Response Events Counted by Bed
- Voice Response Total Time - sum of voice response time (used for Average Voice Response calculation)
- Voice Response Events Counted by Bed - distinct count of events where voice response is not null (used for Average Voice Response calculation)
- Notified RN

Color Code:

Total Calls by Bed: No Color = 0-1 calls; Yellow = 2-3 calls; Red = 4 calls or more

Avg Voice Response: No Color <= 30 seconds; Yellow 31-45 seconds; Red > 45 seconds

Reports Explanations

Rauland Cerner Chronology

- Report ordered by Room/Bed
- Provides detailed room activity
- Total Call Duration:
 - Elapsed time from either 'Call Placed' to when the call is completed by 'Staff Arrived' or 'Call Canceled' or 'Staff Reg In' to 'Staff Reg Out'

Chronology Report - Staff Filter

- Report ordered by Date/Time
- Provides detailed room activity
- All activity that the selected staff member is flagged ('Cerner Notification', 'Staff Reg In', 'Staff Reg Out')
- Total Call Duration: Elapsed time from either 'Call Placed' to when the call is completed by 'Staff Arrived' or 'Call Canceled' or 'Staff Reg In' to 'Staff Reg Out'

Rauland Cerner Investigation by Staff Member - Date Order

- Placed - Initiation of call or Staff Reg event
- Canceled - Cancellation of call or Staff Reg event
- Total Call Duration
- RoomBed
- Priority - If a staff member responds to a nurse call, the priority will appear and "Staff Reg" will appear in the Activity column
- Activity - Priority staff member received Cerner Notification of or "Staff Reg" event
- Activity Time - Date and time of activity
- Voice Response (sec) - The duration of elapsed time from Rauland R5 AlarmStart to Cerner ResponseDateTime OR From Rauland R5 AlarmStart to Rauland R5 'Call Answered'
- Staff Response (sec) - The duration of elapsed time from Rauland R5 AlarmStart to Rauland R5 "Staff Reg In" OR Rauland R5 AlarmStart to Rauland R5 "Staff Arrived"

Low Battery Report

- This report displays any badge that has a Battery Low=True at any given point in time since CareSight started collecting the data.
- Low Battery Alarm Received displays when the badge had a low battery
- Current Unit Assignment Date is the START date/time of the staff member's current unit assignment.
- CareSight is using data from the Responder RTLS database to populate this report.

Note: Maria Martinez is showing two unit assignments - 3NW and 4NW. This is because there are two Maria Martinezes in Rauland. We can only link Staff table to Badge table on staff first/last name (Badge.StaffId is all set to 12345, so we can't use that). So, we do not know which Maria Martinez has badge 36965, but we do know that that badge has a low battery.

Rauland Cerner Hospital Wide Scorecard

- Calls = Total Calls
- Calls per Patient Day = Total Calls divided by Bed Count
- Avg. Duration = Total Call Duration Time divided by Total Calls
- Avg. Voice Response = Average Voice Response time by Patient Call type
- Avg. Staff Response = Average Staff Response Time by Patient Call type

Rauland Cerner Reg In-Out Report

- Staff Name
- Service Level
- Event Type
- RegIn Time
- RegOut Time
- Room #

Rauland Cerner Staff Performance Detail

- Service Level
- Staff Name
- Area
- # of Visits - Counting distinct events for any event where staff has RegInTime and Priority in above Priority list
- Time in Room - "Staff Reg" events and using a calculated in room duration value
 - **Note: these are NOT responses to alarms.***
- Notifications - Counting distinct Notifications and Priority in above Priority list
- Avg. Voice Response = Average Voice Response time by Patient Call Type
- Avg. Staff Response = Average Staff Response Time by Patient Call type
- Wearing Locator Badge = If # of Visits is 0 and Time in Room is 00:00, then Wearing Locator Badge = 'No'