

SPOK[®] MIDDLEWARE REPORTING SERVER



The Spok Middleware Reporting Server collects and stores data on the thousands of events that occur throughout facilities every day. These events include fire alarms, security notifications, nurse call requests, door alarms, building management notifications, and many more. Reports can be generated on the alarms and messages that are sent and registered by the Spok middleware solutions Spok[®] Messenger and Spok[®] Fusion. The reporting server provides management with invaluable, web-based data across all levels of the organisation.

REPORTING SERVER OVERVIEW

The Spok Middleware Reporting Server allows users to receive unique reports to measure key performance indicators. This tracking helps ensure the correct message or alert is delivered to the appropriate recipient in seconds, while making it possible to monitor response times, manage staff shortages, and reduce the possibility of litigation.

IMPROVING PATIENT SAFETY

Web-based functionality allows you and your staff to access reports easily to enable staff to respond to events in an acceptable timeframe. This enables organisations to provide a safe and well-run environment for both staff and guests.

INTEGRATE THE ENTERPRISE

The Spok Middleware Reporting Server can take data from multiple Spok[®] platforms simultaneously to help facilities reduce the cost of ownership by using one reporting solution. This also increases ROI with the ability to view reports for an entire campus of systems or specifically selected systems to correlate data more efficiently.

SEARCH MODE FUNCTIONS:

- Messages by status
- Output gateway messages by status
- Messages by source
- Messages by sender
- Messages by device sent to
- Messages by user sent to
- Alarms by priority level
- Alarms by duration

The screenshot displays the Spok Middleware Reporting Server interface. At the top, there are navigation tabs: HOME, MESSAGES, ALARMS, CONFIGURATION, and LOGOUT. The main content area is titled 'MESSAGES REPORT' and shows a table of messages. The table has columns for TIME, SITE, SYSTEM, STATUS, MESSAGE, RECIPIENT, FROM, MODULE, PRIORITY, and CALLBACK. The messages listed include 'Admit', 'Nurse Needed East 302', 'Fire Alarm West Wing', 'Have you seen Dr. Lopez??', 'Patient Call Unit: 5 Room: 501 Bed: 1', 'Room: OR Bed: OR NBPs B2 <90 *ALARM STATE: active', 'Assist Room: 501 Bed: Staff', 'CODE BLUE ALERT Unit: 5 Room: 501', and 'Bathroom Assistance requested 501'. To the right of the table is a 'FILTERS' panel with sections for 'BY SYSTEM', 'BY TEXT', 'BY DATE/TIME', 'BY RECIPIENT', and 'BY STATUS'. The 'BY STATUS' section includes checkboxes for Failed, Queued, Dispatched, Sent, Received, Read, Escalated, Accepted, Cleared, and Replied. The bottom right corner of the interface shows the version number '4.0.6730'.

KEY FEATURES

REPORT TYPES	
<ul style="list-style-type: none"> • Messages • Total messages by originator • Alarm types • Total alarms by originator • Total alarms by priority level • Alarm durations (totals, min, max and avg by alarm input) • Alarm durations (totals, min, max and avg by priority level) • Message detail 	<ul style="list-style-type: none"> • Message text • Number of messages output by the system (gateway messages) for a message • Message status (dispatched/acknowledged/completed) • Priority • Beep code • Event time • Time reported to reporting service • Who/what generated the message

MESSAGE AND ALARM DRILLDOWN FEATURES

Certain reports allow you to drill down to see the message or alarm's detail by displaying a page specific to that event. These detail pages provide critical information, including links to other messages and alarms associated with it.

DRILLDOWN FEATURES	
<ul style="list-style-type: none"> • Message detail • Message text • Number of messages output by the system (gateway messages) for a message • Message status (dispatched/acknowledged/completed) • Priority • Beep code • Event time • Time reported to reporting service • Who/what generated the message • Detail about each output gateway message (time, time reported, recipient, name of gateway, status) • Full status history of each output gateway message (time, time reported, recipient, status) • List of user inboxes the message was sent to 	<ul style="list-style-type: none"> • Full status history of each inbox message (time, time reported, user, status) • Link to other associated message events (e.g., the corresponding alarm activation or reset message) • Link to associated alarm events • Alarm detail • Alarm name • Alarm identifier • Alarm type • Source (alarm gateway) • Priority level • Duration • Activation event time and time reported to reporting service • Reset event time and time reported to reporting service • Associated activation/reset messages