SPOK® MIDDLEWARE REPORTING SERVER FOR AGED CARE

THE CHALLENGE

Throughout aged care facilities, staff use many forms of communication and need verification methods to get the right notification to the right staff member in a timely matter. Fortunately, there are solutions available to monitor and report on aged care staff communications to support greater accountability and faster responses to critical events.

The Spok Middleware Reporting Server collects and stores data on the hundreds of events that occur throughout aged care facilities every day. These events can include nurse call requests, fire alarm notifications, door alarms, and many more. Reports can be generated on the alarms and messages that are sent and registered by the Spok® Fusion critical alerting solution.

The Spok Middleware Reporting Server allows users to receive unique or regularly scheduled reports to measure key performance indicators for their organisation. Permanent archiving of date and time stamps for every message provides traceability to verify that the correct message or alert was delivered to the appropriate recipient quickly. Leading aged care facilities are using this reporting solution to monitor response times, manage staff shortage issues, and reduce the threat of litigation.

PASSWORD PROTECTION

Data generated by the Spok Middleware Reporting Server is protected from general view by a secure authentication process. Administrators are able to control access to sensitive data by setting account privileges for each user. Administration features allow staff to be granted access to alarm reports, message reports, or both.

MULTIPLE SITES / REMOTE ACCESS

The devices configuration dialog in the Spok Middleware Reporting Server lets users add additional Spok Fusion devices to the system. Using a standard HTML browser, users with the relevant security privileges can access the Reporting Module, select a device, and run reports remotely. This means that even a care network encompassing multiple aged care facilities can generate real-time reports from any of their sites via the Internet.

KEY BENEFITS

- Detailed message and alarm reports
- Enhance resident and staff safety
- Improve staff efficiency
- Deliver operational and cost efficiency
- Record critical operational data
- Offer multi-site remote access
- New easy-to-use interface
- Reduce the possibility of litigation

GET THE RIGHT INFORMATION

When running a report via the module, filters can be applied so that only the required information appears on the finished report. The Spok Middleware Reporting Server provides the capability to filter by time, by user, by message content, by recipient, and more. The reports allow management to determine when and where the busy shifts and locations are for the facility and adjust staff numbers accordingly. This can be helpful to manage staff shortage issues and subsequent staff distribution across one or multiple sites.

MESSAGE REPORTING

Detailed reports can be generated on the messages that have been sent and received across the facility via Spok Fusion. Tracking the entire message and notification process is clear and visible through a modern, intuitive interface.

ALARM REPORTING

Alarm reports contain information on the alarm events generated throughout the system. Users are able to track specific alarms, view messages that were sent, and see the duration of the alarm (from the time the alarm was first raised to the time the alarm is serviced/cancelled).

VERSATILE REPORT INTERFACE

Report dialogues are displayed in a concise manner that is easy to understand, with the option to expand or collapse certain elements of the report as required. This offers relative, factual data that the management team can access at a glance.

EXPORT DATA

Using the standard report display window, data can be zoomed, reformatted and exported for use in an external Microsoft® Excel® spreadsheet or database program. The export function also allows users to export the report as a PDF for easy printing. Additionally, the Spok Middleware Reporting Server allows importing into Crystal Reports®.

REDUCE LITIGATION RISK

Tracking who has sent, received, and responded to notifications can be accomplished via regularly scheduled reports. Because every message is stored securely, organisations are able to comply with aged care facility legislation and reduce the threat of litigation. This audit trail can then be used by the management team to measure efficiencies, identify any bottlenecks in the flow of information, and improve response times to events across all linked facilities.