Quality Dashboards Module

CODE ALERT Senior Living Solutions

CODE ALERT® Enterprise software is a reliable and easy-to-use emergency call and wander management system for skilled nursing, assisted living, and continuing care retirement communities. The Quality Dashboards Module is a software expansion module which significantly expands reporting capabilities.

The Quality Dashboards Module helps achieve and maintain high care standards

In conjunction with the CODE ALERT Enterprise software, the Quality Dashboards Module provides a set of tools to analyze trends, identify patterns and understand details of call system response times, resident needs, staff and shift performance in the face of ever-changing demands on your time. Administrators, directors and managers can use Quality Dashboards to both celebrate great performance and find opportunities to improve care, based on real data and trends.

Dashboards

Total Calls
Useful in quickly identifying the most frequent types of calls being made, and viewing total calls by time of day to identify any gaps in shift coverage.

Care Time
Displays the response time data for all your facility's calls that have been classified. Useful for recognizing resident patterns and/or reviewing their care time usage trends to determine if additional care or a different facility is required for the resident.

Shifts
Displays a dashboard with response time data for your facility's calls per shift. Information is displayed both numerically and visually for ease of use, and can be filtered to meet your needs.

Staff
Displays calls and care time by staff member, useful for identifying your top performers and identifying staff members that may need additional assistance or training.

Quality Dashboards are a key piece of your quality program
Administrators and directors can use the Quality Dashboards to support quality assurance programs.

- Data can be used to analyze call response times during key parts of the day such as meal times and shift changes, so you can plan staff levels and identify positive or negative trends.

- Calls from individual residents can be analyzed by call type and total care time; identify trends that may indicate, in advance, that a resident's care needs or billing level may need revision.

Features

- No separate server required
- Runs in parallel to CODE ALERT Enterprise software
- Quality Dashboards are continuously updated
- Remote view available from wherever you can access the server
- Six months of data available, viewed in selectable time periods
- Data can be exported to PDF or CSV

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How to get the most out of your Dashboard

Capture Care time
Display number of calls overlaid with care time to visually identify times that your staff may need extra support, or identify individual residents who are using (or trending toward using) more care time than their billing rate provides.

Capture Call Reason
By entering call reasons by smartphone or at the central location, you can analyze resident patterns around specific call types. For example, increased requests for toileting assistance may indicate a resident is developing a urinary tract infection.

Capture Staff Data
Setting each caregiver with their own user account in the Enterprise software allows you to track which caregiver took the calls. Document performance and identify superstars, training opportunities or resource adjustment needs.

Use Real Data
By identifying continuous improvement opportunities then taking action, you can see the results of your improvements in the coming days and document the positive results of your quality improvement program.