

GE Telergy PC Reporting

Nursing management is responsible for the quality of patient care their teams deliver. It is critical to capture specific metrics such as the number of calls placed, how staff responded, and how the response compared with the team's care targets. Patient feedback in these areas is often subjective and hard to measure. And existing software solutions have historically been too cumbersome or limited.

GE Telergy™ PC Reporting provides the critical data to empower the decision-making process. PC Reporting captures virtually every event that occurs within the GE Telergy Nurse Call System. This includes all patient calls, call answers, call reminders, staff arrivals and departures, intercom conversation starts and stops, and more. Nurse managers can define and access reports quickly and easily from any properly configured PC. This gives care teams valuable insight into how well patient calls are being answered and how improvements might be made.

PC Reporting offers several predefined report formats, which can be customized to meet your organization's specific requirements. Some examples of data you can include in a report are:

- Date and Time
- Shift
- Nursing Unit, Room and Bed
- Patient Name
- Call Types (e.g. Normal, Lavatory, Code, etc.)
- Quantity of Calls
- Average and Maximum Response Times
- % Calls within Target Response Time

Key Features and Benefits

- **Personalized reports.** Managers can author their own reports so they can see the data most important and valuable to them, in the format that works best.
- **Automatic report scheduling.** PC Reporting allows authors to create report templates then set them up to run on a scheduled basis – hourly, daily or weekly.
- **E-mail delivery.** Once reports are authored and scheduled to run automatically, these finished reports can be delivered to one or more recipients' email addresses.



How Are We Doing?

Comprehensive Information Capture

PC Reporting records all nurse call events from GE Telligence and ProCare, compiling the data into a local secure web site that is accessible from any properly configured PC.

Measurable Benchmarks

Every pair of logical events such as "call placed to call answered" or "reminder set to reminder clear" has a target timeframe you can set for each priority or nursing unit. PC Reporting generates statistical analysis based on actual performance vs. the user-defined targets.

Support for Process Improvements

PC Reporting is a valuable management tool. It can help inform your staffing decisions, pinpoint areas for additional training, or support changes that affect the quality of patient care.

Section #1: Overall Response Time Statistics by Priority (Based on Overall Response Time Statistics by Priority)
An overall snapshot detailing the response times for the selected event pair. For each priority average, maximum, and performance to target are detailed, along with the targets themselves and the amount of activity.

Priority Name	Activity Count	Average Response	Maximum Response	% Within Target	Target	% Within Target
Code Blue			00:30			
Patient Normal	2805	01:28	01:01:36	94.53	03:00	94.55
Lav Emerg	171	01:03	10:34	91.23	02:00	91.23
Staff Emerg	3	00:39	01:45	66.67	01:00	66.67
Total	2979			94.33		94.33

Section #4: Response Time Target-Exception Details (Based on Response Time Target-Exception Details)
A multi-line look at the events which comprise a missed target cycle.

Duration Time	Date	Area	Priority	Location	Patient Name	Primary Staff Badge ID	Alternate Staff Badge Type
Code Blue	>00:30						
01:47	06-17-2001	NCU_PRIV	314		Patient names removed for HIPAA purposes.	Bankholder, Christine	NoName_Staff
06-17 23:07:27		Call Set	Code Blue				
06-17 23:09:14		Call Clear	Code Blue				
BED EXIT	>00:30						
00:57	06-17-2001	MB_TEAM4	611			Emerson, Laysa	Tallock, Susan
06-17 08:59:38		Call Set	BED EXIT				
06-17 09:00:35		Call Clear	BED EXIT				
06-54	06-17-2001	E_TEAM_B	834			Kessler, James	Newby, Rhys
06-17 04:52:17		Call Set	BED EXIT				
06-17 04:53:11		Call Clear	BED EXIT				



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