



## **ENHANCED REPORTING PROGRAM**

### **PART A [OVERVIEW]**

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#### **Introduction**

This document highlights and describes the features of various scheduled reports that are generated by the Smart-Caller SERVER and VIEWER applications. The intent of this document is therefore to aid interpretation of the KPI (Key Performance Indicators) information provided in these reports. The 'anatomy' of the reports is described, so that the user can see how the information has been categorised.

**There are two main report types plus a Dashboard site overview facility.**

#### **1) The Summary Report:**

Which summarizes the selected KPI information using graphs and tables within a few pages. This is the report type that is recommended for regular email to interested parties.

#### **2) The Detailed Report:**

This includes the above mentioned Summary Report, followed by a listing and relevant details of all events.

Because this 'Detailed Report' can be extremely large, it is recommended that it is only emailed to interested parties in special circumstances, such as when a detailed review (or drilling down) of individual events is warranted.

Additional supplementary reports can also be generated. These are intended to highlight system integrity/maintenance issues such as:-

#### **- The Daily Timeout Report (DTR)**

Which shows alarm events (calls in progress) that 'timed-out' in the past 24 hours. It is understandably important to become aware of calls that appear not to have been attended in the time-out interval set as a default in the head-end server. The default is programmable but typically set to 45 minutes.

#### **- The Daily Diagnostics Report (DDR)**

This shows diagnostics events (e.g., power-fail calls) for the past 24 hours.

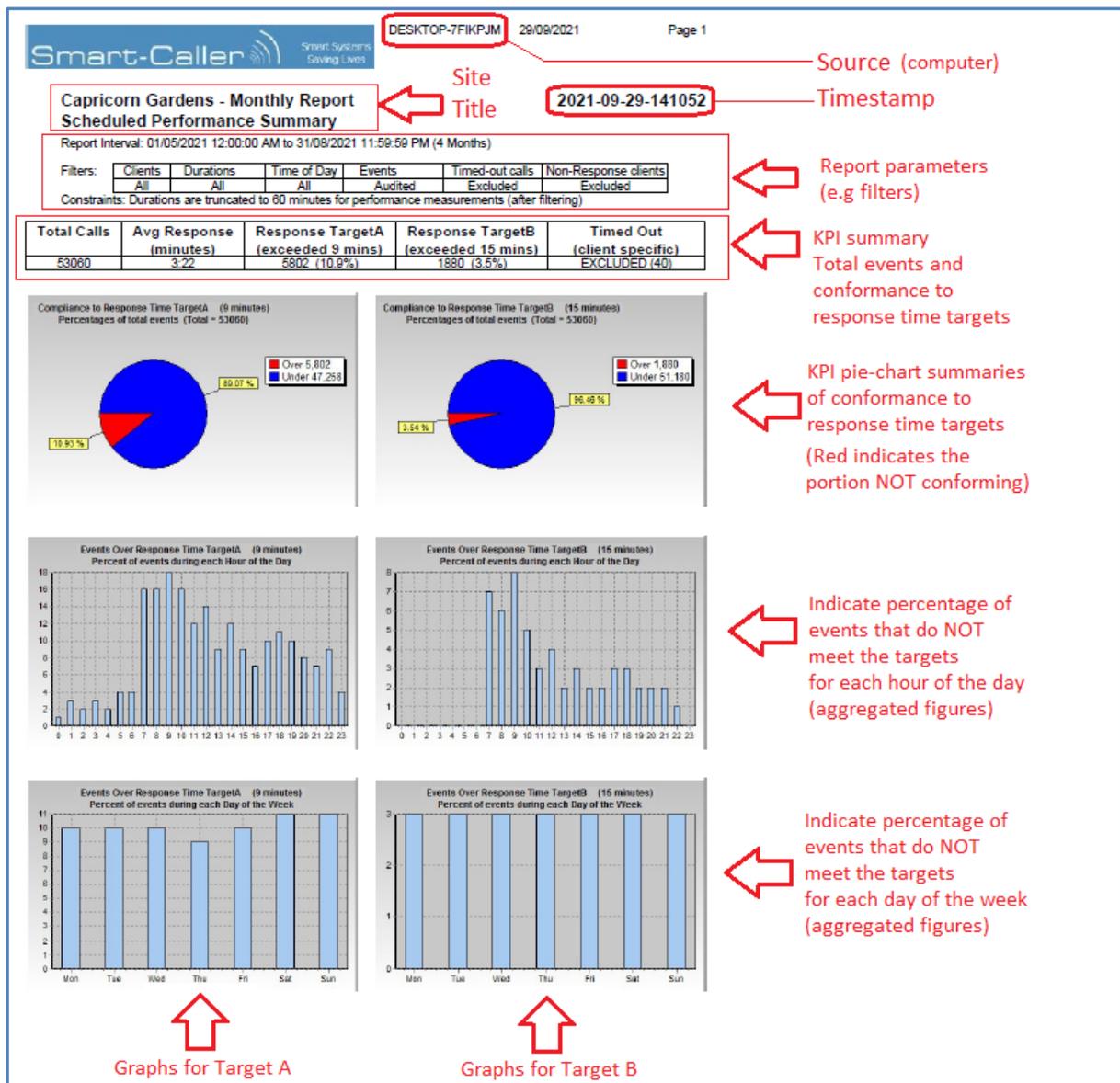
Note that in general, the Summary and Detailed reports are set up to exclude timeouts and diagnostics, so that the reports can focus upon the response times of the 'audited' alarm types.

#### **- The Dashboard Display**

This provides a visual overview of all selected KPI's complete with quick reference bar and pie charts. It is described in detail in Part C of this Bulletin.

## PART [A] OVERVIEW

### Summary Report – Anatomy – Page#1 - Call attendance Performance



#### Comments resulting from the above page1 of the emailed report.

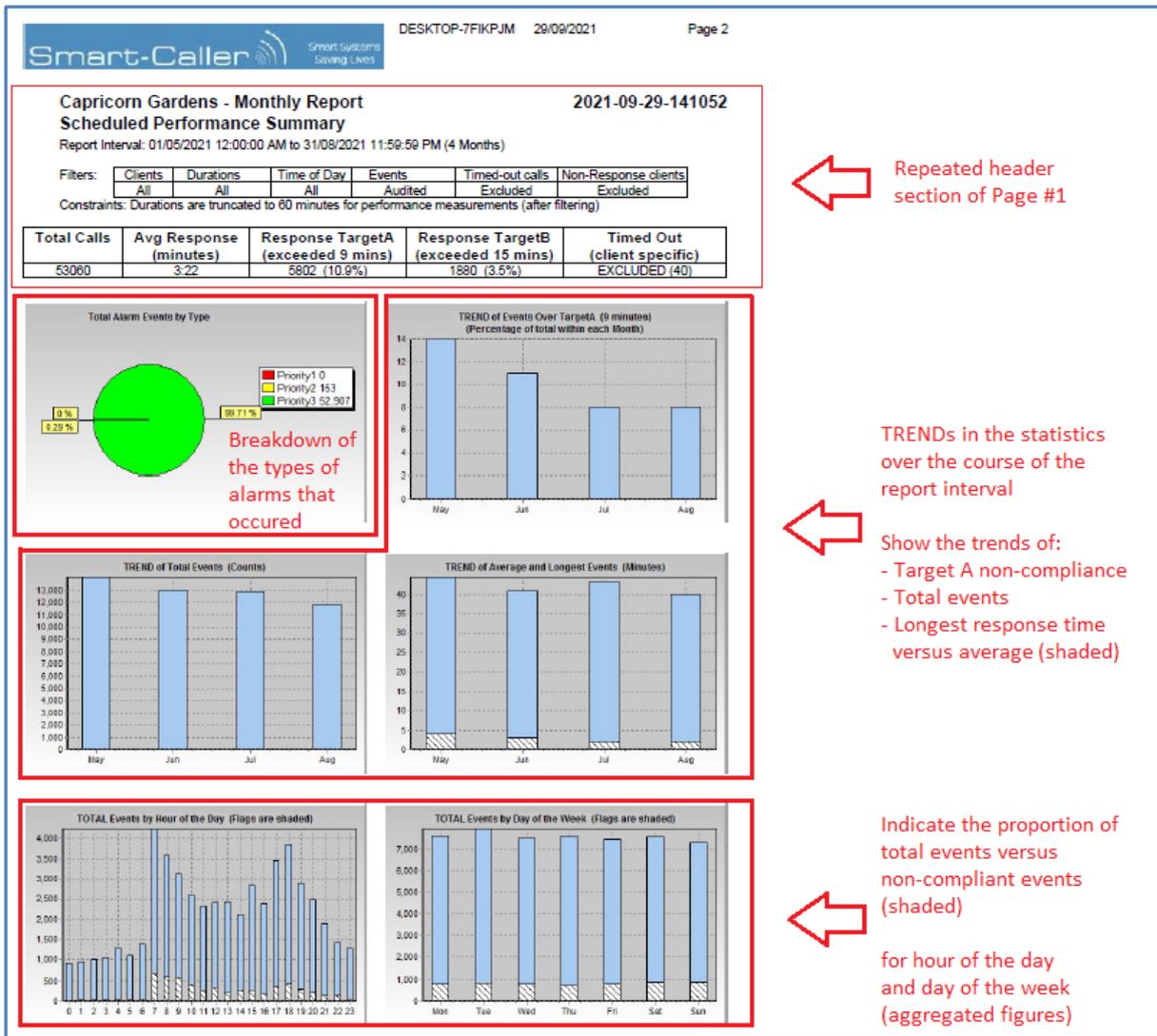
The above Summary Report identified the call response performance for (in this example) the total site over a period of 4 months seeking response times against management’s required expectations for both target A = 9 minutes and target B = 15 minutes.

The average response time was a creditable 3.22 minutes and both the quantity and percentage levels of non-complying call attendances are shown as both tabular and graph information.

Also shown in bar chart form is the observed noncompliance to management call response objectives for both the time of day and day of week thereby assisting in accessing staffing levels and/or due diligence of Staff during those duty cycles.

The 40 “timed out calls” need to be drilled down and it may identify a system set-up problem such as an internal door or non-urgent event is being inappropriately monitored. Time out events do not however have impact on the staff attendance performance thereby distorting those results.

# Summary Report – Anatomy – Page#2 - Call Priority & Trends



## Comments resulting from above page 2 of the emailed report.

This page of the report repeats the overall heading and previously tabulated call attendance statistics of page 1 but now addresses the different proportion of call priorities. This is typically (a) Resident/Patient call, (b) Staff Assist Call and (c) Emergency or Code blue priority.

This page has also been preconfigured to also identify “trends” of non-compliant staff response performance in order to indicate if previous attempts to improve results are working.

It can be seen that average Call Response time trend has been identified month by month (in this case with a good trending result).

Also, the total number of calls along with its trend is available at a glance as are other charts such as the average (in this case over 4 months) hour by hour accumulation of calls.

## Summary Report – Anatomy – Page#3 - Focussing on Extremes & Overview


DESKTOP-7FIKJMJ 29/09/2021 Page 3

**Capricorn Gardens - Monthly Report** 2021-09-29-141052

**Scheduled Performance Summary**

Report Interval: 01/05/2021 12:00:00 AM to 31/08/2021 11:59:59 PM (4 Months)

Filters: 

Clients	Durations	Time of Day	Events	Timed-out calls	Non-Response clients
All	All	All	Audited	Excluded	Excluded

Constraints: Durations are truncated to 60 minutes for performance measurements (after filtering)

Total Calls	Avg Response (minutes)	Response TargetA (exceeded 9 mins)	Response TargetB (exceeded 15 mins)	Timed Out (client specific)
53060	3:22	5802 (10.9%)	1880 (3.5%)	EXCLUDED (40)

**Most Active Clients (Top-10)**

Client	Name	Location	Events	Average	Longest
0528	Room 81	Elw5	2457	2:12	36:45
0420	Room 16	Asp1	2436	2:37	34:07
0423	Room 73	Elw5	2388	3:50	31:03
0214	Room 63	Elw5	1768	4:26	37:44
0504	Room 13	Asp1	1889	1:42	31:25
0432	Room 9	Asp1	1511	4:20	36:42
0212	Room 61	Elw5	1437	4:44	38:04
7050	Room 80	Elw5	1403	2:32	31:11
0218	Room 65	Elw5	1389	2:39	40:30
0215	Room 64	Elw5	1379	2:49	34:48

**Longest Response Times (Top-10)**

Client	Name	Location	Events	Average	Longest
0315	Room 50	Dro4	200	4:33	44:08
0307	Room 42	Dro4	426	4:24	43:36
0205	Room 32	Dro4	782	3:18	43:16
0330	Room 41	Dro4	270	6:06	43:09
0407	Room 78	Elw5	989	2:56	43:04
0309	Room 44	Dro4	580	4:20	43:01
0119	Lounge room 2	Common	34	11:41	43:00
0518	Room 15	Asp1	153	4:20	42:44
0408	Room 6	Asp1	834	5:14	41:03
0524	Room 19	Asp1	479	5:43	40:49

**Performance Indicators**

Total Events	53060	
Average Response Time overall	3:22	
Compliant Events	89.1%	TargetA
Average Response Time of Compliant Events	2:02	TargetA
Average Response Time of Non-Compliant Events	14:09	TargetA
Compliant Events	96.5%	TargetB
Average Response Time of Compliant Events	2:45	TargetB
Average Response Time of Non-Compliant Events	20:13	TargetB
Timed-Out Events	40	EXCLUDED

← Repeated header section of Page #1

← Highlight the statistics for the most active clients

← Highlight the statistics for the clients with the longest response times

← KPI statistics table  
 - Total events in KPI measures  
 - Overall response time KPI  
 - Compliance KPIs for Target A  
 - Compliance KPIs for Target B  
 - Timeouts (and whether included)

### Comments resulting from page 3 of the emailed report.

Again, this page repeats the important header information of the first page. Beyond that it focuses on the top ten extreme issues disclosing those call-points (ie. locations) that are most used and those that have experienced extremely long staff attendance performance. The location on the site is also identified in both cases.

The final table provides a basic summary report on all KPI (Key performance Indicators) that have been incorporated within the overall Summary Reporting facility.

### DASHBOARD DISPLAYS

As an overview document the ability for management to monitor the progressive performance of selected KPI's "at a glance" should not be overlooked.

A typical Dashboard screen display is shown overpage and is described in detail in PART C of this three-part Bulletin.

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PART C of this three-part Bulletin provides usage instructions for the CHARTS (or ‘Dash-Board’) display, which is a feature available within the Smart-Caller SERVER and VIEWER applications.

The CHARTS Display shows logged alarm system activity in a graphical manner in order to facilitate the monitoring and investigation of KPI (Key Performance Indicator) matters.

The CHARTS and Dashboard displays augment the text list-based report methods that are provided by the SERVER/VIEWER, by allowing the histories of notable events to be summarized into graphical forms – so that adherence to KPI requirements and trends across time and across the site can be observed more clearly. Refer to the “Smart-Caller VIEWER User Guide” for context on how the CHARTS display complements the other SERVER/VIEWER features.

**FOR THOSE PERSONS WISHING TO SEEK DETAILED IN-DEPTH UNDERSTANDING OF THE VARIOUS FILTERS OR SET-UP PARAMETERS ARE REFERRED TO THE SEPARATE PART [B] OF THIS BULLETIN.**

**A PART [C] REPORT IS ALSO AVAILABLE DESCRIBING THE USE AND BENEFITS OF THE “DASHBOARD” GRAPHIC DISPLAY THAT FORMS PART OF THIS SOFTWARE REPORTING MODULE.**



**Smart-Caller Pty Ltd**

ABN. 14 217 255 933

5/270 Lower Dandenong Rd, Mordialloc, VIC 3195

(03) 9588 0833

sales@smartcaller.com.au

www.smartcaller.com.au