



RCare Reporting Puts Your Finger on the Pulse

Powerful data, valuable insights: Data-driven decision-making gives an edge to leaders in many industries today, including eldercare. RCare makes it easy for you to track data on your nurse call system usage, creating a robust set of data that can deliver insights for improving resident health, safety and satisfaction, and caregiver responsiveness. You'll make better decisions when they're based on your community's actual performance.



BOOST RESIDENT SATISFACTION, HEALTH AND SAFETY

Your nurse call system is your residents' main self-advocacy tool. How they use it offers clues to their well-being and potential need to have a care plan re-evaluated. And your caregivers' response times are critical to the tool's effectiveness. Tracking these numbers keeps your finger on the pulse.



IMPROVE YOUR RESPONSE TIMES

Tracking response times helps you establish reasonable response targets, identify and fix outlier incidents, and adjust staffing to better match call volumes. Many communities report that these efforts help them improve their average response times and reduce outlier incidents, critical factors for community assessments by would-be residents.



THE DATA YOU NEED IN THE FORMAT YOU WANT

A suite of reports comes free with your RCare system. You also can customize your reports—or have our experts customize them for you. Either way you get the data you need in the form you prefer to gain the insights that matter to your operation.

RCare reports on the state of your technology help ensure that your RCare systems maintain their excellent record of 99.99% uptime.

99.99%
uptime

The Ah-Ha Insights That Take Your Caregiving to the Next Level

“RCare Reporting offers invaluable nurse call information and statistics that leads to the identification of trends within the nursing facility. There has been a direct positive impact on quality of care to the residents we serve as well as the ongoing achievement of our high customer service standards.”

— Isadore A. De Marco MSN, LNHA Administrator, Oxford Village at Canterbury Woods

HOW IT WORKS

The pre-packaged suite of reports that come free with your RCare systems provides a wealth of actionable data for your community’s well-being.



To activate the reports, simply choose the delivery method (dashboard or email), format (PDF, XLS, CSV or other) and frequency.



You can customize your reports using the Rcare Reports editor.



Or one of our RCare business analysts can create the precise report you need—for a reasonable fee.

ADMINISTRATIVE REPORTS

Call Response Time Report: Tracks caregiver response times by group or shift against your targets, ranking each call as acceptable, needs improvement or unacceptable.

Longest Response Times Report: Lists the 10 calls with the longest response times over the selected time period.

Call Volume by Hour / by Shift Reports: Track call volume over a 24-hour period, aiding in staffing decisions.

Resident Incident Details Report: Provides a comprehensive list of below-standard incidents for a given resident within a selected time period.

Frequent Caller Report: Sorts residents by the number of calls they make within a given time period.



TECHNICAL REPORTS

Test and Inspect Form: Facilitates verifying proper functioning of the call system by listing all residents and their devices as a testing checklist.

Service Report: Calls out any issues with the RCare system’s functions in an “at-a-glance” format, for quickly identifying and rectifying problems.

Diagnostic Report: Offers in-depth information about the state of the onsite server.



For more information, visit: rcareinc.com

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