

Historical Database (HDB)

Philips IntelliSpace Event Management



The ability to retain historical information from event management alerting and messaging data is critical to a healthcare organization's care processes and practices. Because organizations have various data retention requirements for historical data, Philips offers the IntelliSpace Event Management Historical Database which allows for an easy, automated, and documented way to manage the amount of data stored in the database, depending on the need.

Interactive Reporting Tool

With Release 11.0, you can receive detailed Historical Database reports using an interactive event management reporting tool that allows you to filter and customize reports for alert detail, volume and responsiveness – with all or specific locations, units and caregivers. These reports provide you with fast access to information to manage alert workflows and results, with instant report views, drill down capabilities, and exportable data options.

Reports include:

- Alert Analysis by Unit and Vendor
- Alert Detail by Location
- Alert Responsiveness by Location
- Alert Volume by Location
- Caregiver Escalation Analysis
- Caregiver Response Analysis
- Caregiver Productivity Analysis
- Event Transcript Alert Selection
- Event Transcript Report
- Message Quickview
- Missed Alert Detail by Location

Reporting Features

- Open source for all off-the-shelf analytical tools provides strong flexibility.
- Sample reports – clinical, database, and network-focused – are provided using SQL Reporting Services Manager.

- Demonstrate report creation using standard SQL Reporting Services.
- Replicate and modify to create custom, hospital-specific reports that facilitate desired use cases.

Benefits

- Store data in an openly documented schema, increasing information access and flexibility.
- Provide the ability to archive data to permanent media, increasing bandwidth and storage capabilities.
- Facilitate analysis of event data to drive improvement across management processes, workflows, operational efficiency, and financial outcomes.
- Customize the amount of data to keep to fit budget and different data retention needs.

HDB Software Requirements

Version 10 and 11

SQL Server 2008 installed on the HDB server
Optional SQL Server 2008 Reporting Services

HDB Hardware Requirements

Please contact a sales representative for hardware specifications and storage considerations.

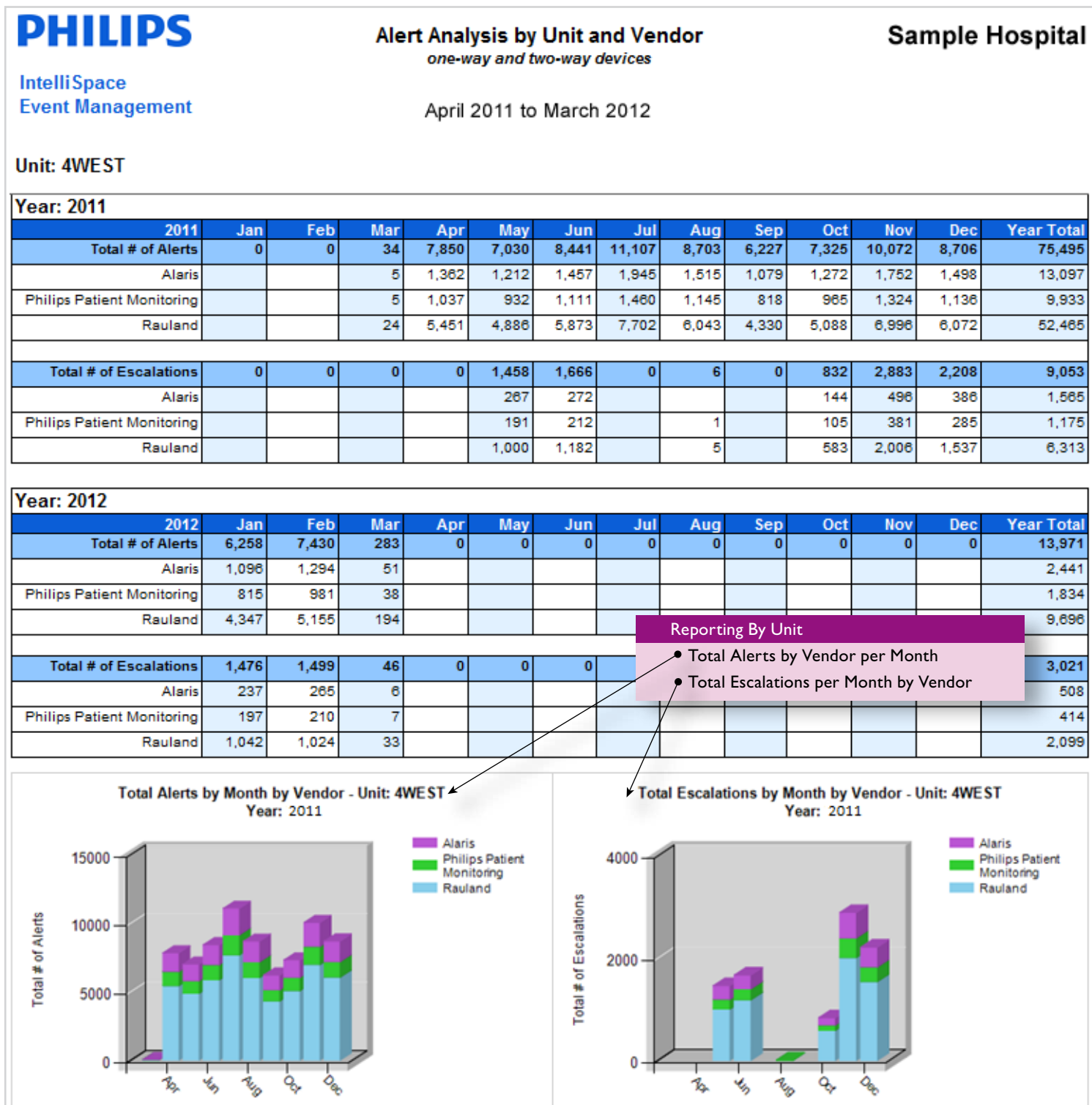
Configuration options, stored in one of the database tables, allow the organization to keep only the amount of data needed – for example, this could vary from 10 days to three months to three years. The data management procedures will delete data from the system that is no longer required and will allow customers to choose the amount of storage they wish to implement. Documentation is provided on how to edit the table to change the configured values so the customer can choose to store less data. Because one size does not fit all, organizations with different budgets and different data retention needs can customize the amount of data to retain.

Sample Report: Alert Analysis by Unit and Vendor

Provides monthly and yearly breakdown of alerts by vendor for each unit as well as escalations received per unit by vendor. All alerts are included for both one-way and two-way devices, irrespective of final delivery status. Available in both trending format and graphical display.

- Users**
- Charge Nurse
 - Nurse Manager
 - CNO
 - System Administrator

Figure 1. Alert analysis by unit and vendor



Sample Report: Caregiver Productivity Report

Provides information related to the total number of messages dispatched to each caregiver utilizing a two-way device. The report is broken out per unit and per caregiver and classified by the caregiver response – Accepted, Rejected, or No Response.. Caregivers are defined as user recipients or group member recipients; device recipients and groups are not included.

Users

- Charge Nurse
- Nurse Manager

Reporting By Unit > By Staff

- Total Alerts per Unit
- Total Alerts Per Caregiver

Figure 2. Caregiver productivity report

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Caregiver Productivity Analysis
two-way devices only
April 2011 to March 2012

Sample Hospital

Unit: 4WEST

Caregiver	Job Role	Total Accepted	Accepted %	Total Rejected	Rejected %	Total No Response	No Response %	Total
4WEST	Totals by Unit:	8,408	80.31%	8	0.08%	2,053	19.61%	10,469
4WEST Charge Nurse	CHARGE NURSE	2,640	75.75%	1	0.03%	844	24.22%	3,485
4WEST Float RN 1	RN	21	87.50%	0	0.00%	3	12.50%	24
Adorno, Carole	RN	97	73.48%	0	0.00%	35	26.52%	132
Adrian, Dorthy	RN	373	84.97%	0	0.00%	66	15.03%	439
Alcantar, Henrietta	RN	308	92.49%	1	0.30%	24	7.21%	333
Alderson, Brooke	RN	318	97.55%	0	0.00%	8	2.45%	326
Alleyne, Christina	RN	157	98.74%	0	0.00%	2	1.26%	159
Altamirano, Jerry	RN	159	75.71%	0	0.00%	51	24.29%	210
Amerson, Isabel	RN	372	95.38%	1	0.26%	17	4.36%	390
Arceneaux, Lou	RN	297	90.55%	0	0.00%	31	9.45%	328
Aronson, Manuela	RN	178	78.07%	1	0.44%	49	21.49%	228
Autrey, Marva	RN	312	94.83%	0	0.00%	17	5.17%	329
Azevedo, Jeanette	RN	12	92.31%	0	0.00%	1	7.69%	13
Baeza, Michelle	RN	92	78.63%	2	1.71%	23	19.66%	117
Bagby, Victoria	RN	83	100.00%	0	0.00%	0	0.00%	83
Ballesteros, Sabrina	RN	152	73.08%	0	0.00%	56	26.92%	208

Drill Down Reporting

- Caregiver Escalation Analysis Report
- Caregiver Response Analysis Report

Figure 3. Overview of standard reports cross-referenced against desired functionality.

	Categories of Reports				
	Quickview (2)	Analysis by Caregiver (3)	Analysis by Location (4)	Historical Comparison(1)	Event Transcript (1)
Assignment Balancing		✓	✓		
Alert Volume/Patterns by Location			✓		
Trends & Metrics associate to Response		✓	✓	✓	
Alert Volume by Specific Caregiver	✓	✓			
IEM Message Volume by Specific Caregiver	✓				
Invalid Device Assignment Issues			✓		
Require Caregiver Assistance (Alert Overload)	✓	✓	✓		
Alert Response by Caregiver		✓			
Complaints/Questions -Family -Physician			✓		
Alert Volume by Vendor	✓		✓	✓	
Caregiver Rejection/Ignoring Alerts		✓	✓		
Sentinel Events (aid to Root Cause)			✓		✓

Please visit www.philips.com/IntelliSpaceEventManagement



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