PRELIMINARY INFORMATION

Quantec Surveyor II

NEXT GENERATION DATA MANAGEMENT SOFTWARE

Due for release in 2018 - a new version of C-TEC's Quantec Surveyor data management software complete with user configurable dashboards, key performance indicator (KPI) settings, remote access capabilities and more.

Surveyor II has been designed to help healthcare managers and building owners take tighter control of their care facilities.

If used to its full potential, it will provide care facilities with a verifiable audit/evidence trail for relatives, staff and Care Quality Commission inspectors and will help improve staff efficiency, reduce operational costs and potentially save an organisation thousands of pounds.

A secure Cloud-based system that is accessible on or off site, all you need is a Quantec Addressable Call System, a TCP/IP interface board with a data connection to the internet, a PC or other device with an internet browser and away you go.

With additional options for emailable reports and push or text messaging to mobile devices, it truly is the future of call system data management software

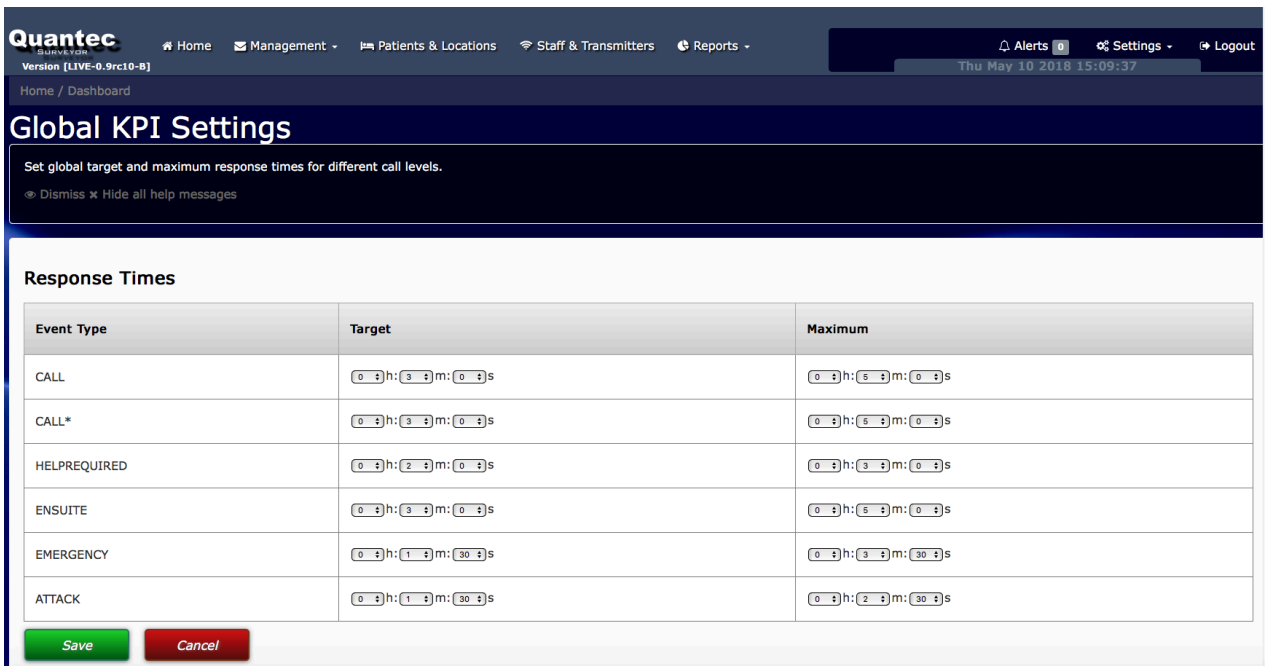
Key features (preliminary):

- ***Generate detailed data analysis reports in seconds.***
- ***Secure Cloud based system – all information is encrypted and available to view on site or off site to authorised users at no extra cost***
- ***Output reports on patient engagement times, busiest shifts, response times by hour of the day and more***
- ***Visual overviews of a patient's call system activity over a 24 hour period***
- ***See how your care facility is performing against set response time targets and track improvements over a set period***
- ***User dashboard gives an overview of 'live' call system activity to make you aware of potential issues before they become a problem (e.g. calls that have breached their target response times).***
- ***Effectively evaluate staff performance, patient demands, labour levels and shift patterns***
- ***Optional push or text messaging to mobile devices***
- ***Examples of Surveyor II in use can be found on the following pages.***

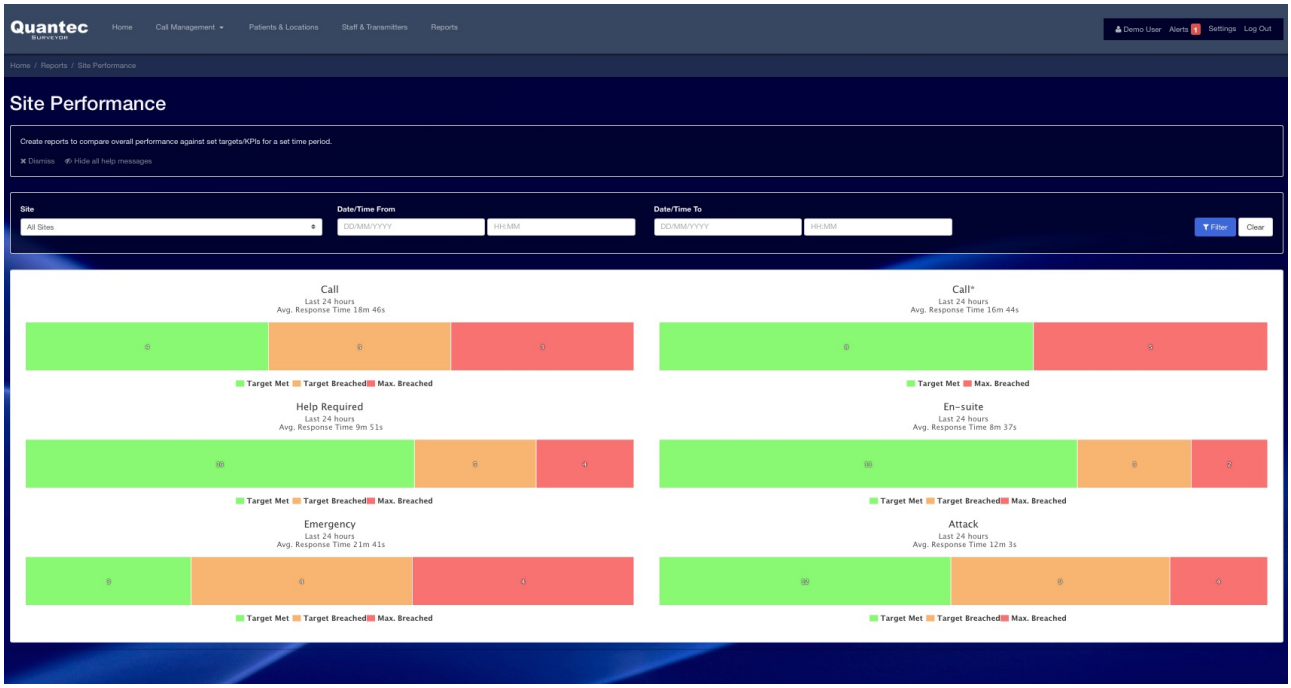
Examples of Surveyor II in use

Example of a user dashboard – Call 'widgets' will illuminate red if an active call has breached its target response time. The red priority alert bar at the top of the page is user configurable to highlight specific events as the user sees fit.

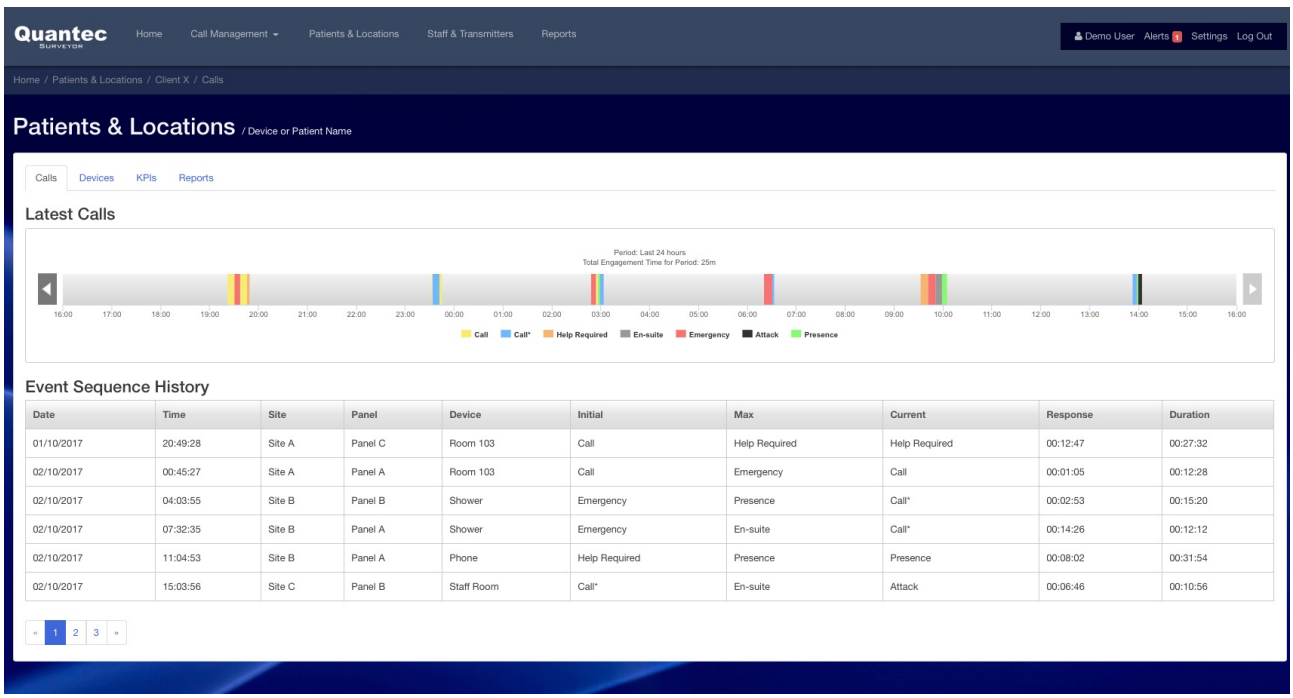
Example of the KPI (Key Performance Indicator) settings page - Surveyor II allows users to set targets for call level responses, i.e. the site's standard call target response time may be 3 minutes minutes, its max response time for standard calls may be 5 minutes. Different response times can be set for different call levels.



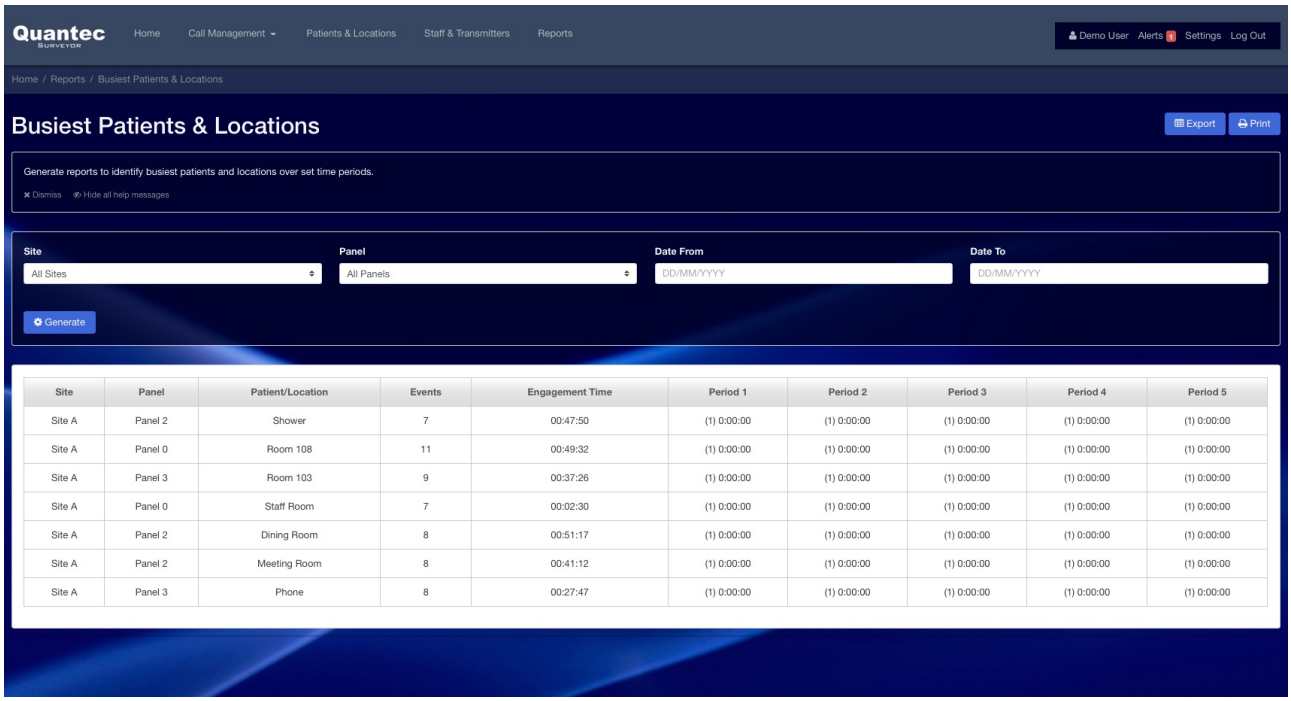
Example of a site performance report calculated using a site's KPIs - the more green shading the better as this shows KPIs that were met. Amber shows calls that have gone past the target response time but are less than the max response time. Red shows calls that have breached the max response time.



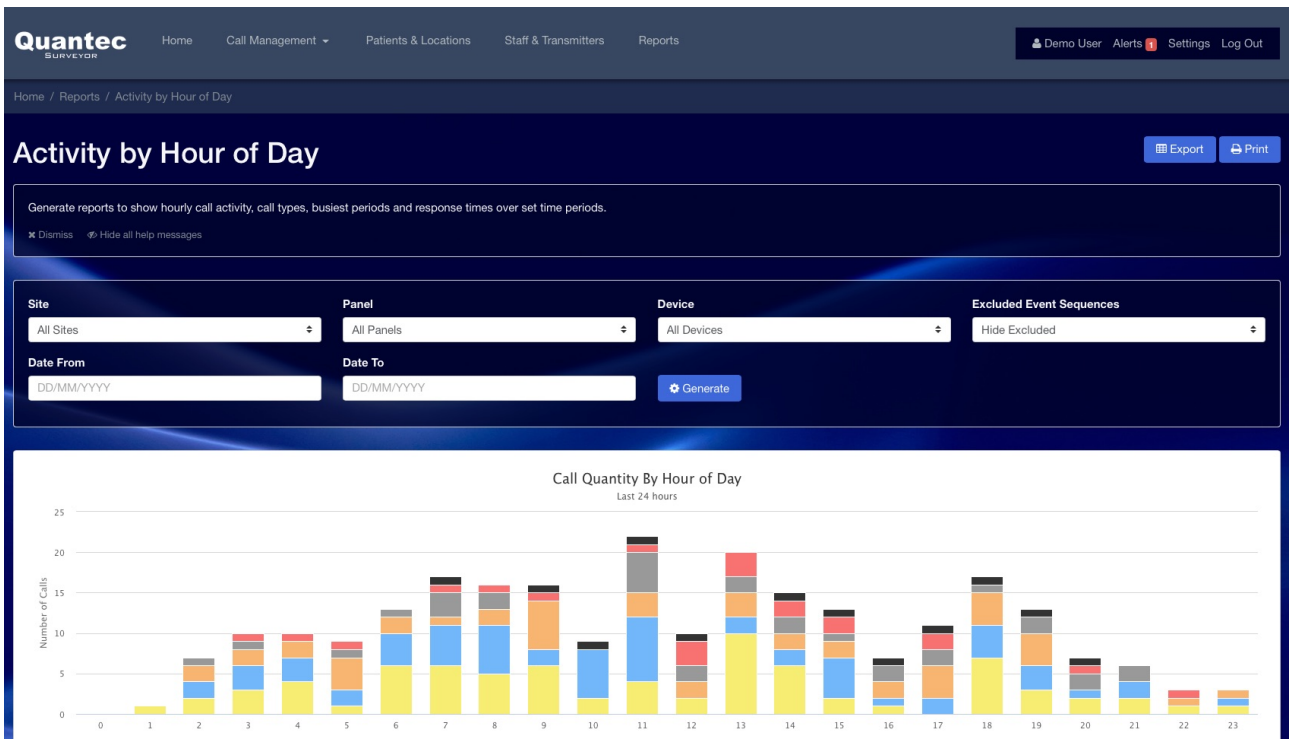
Example of a patient's call system activity over a 24 hour period. This is shown visually in a graph and in text. The more activity by a patient, the 'busier' the graph will be. Each call level is colour coded.



Busiest patients and locations - Surveyor II calculates the total time staff have been engaged with a patient (this is from the moment a call has been answered until it is reset (e.g. it also takes into account presence time). This will allow homes to identify their most demanding patients.



Example activity by hour of the day report - Surveyor II maps all call system activity by hour of the day.



PRELIMINARY INFORMATION

Example Care Quality Report – gives a snapshot summary of the quality of care being provided by the care facility based upon set targets.

Call Activity Summary Report for XYZ CARE HOME

Between 30/04/2018 and 10/05/2018

Total Number of Calls	251

CALL	218
Average initial response time	00:02:27 h:m:s
Calls responded to within the target response time of **0h:3m:0s**	170 (77%)
Calls responded to between the target and maximum response times of **0h:3m:0s** and **0h:5m:0s**	16 (7%)
Calls responded to after the maximum response time of **0h:5m:0s**	32 (14%)

CALL*	4
Average initial response time	00:02:57 h:m:s
Calls responded to within the target response time of **0h:3m:0s**	3 (75%)
Calls responded to between the target and maximum response times of **0h:3m:0s** and **0h:5m:0s**	0 (0%)
Calls responded to after the maximum response time of **0h:5m:0s**	1 (25%)

HELPREQUIRED	19
Average initial response time	00:05:18 h:m:s
Calls responded to within the target response time of **0h:2m:0s**	17 (89%)
Calls responded to between the target and maximum response times of **0h:2m:0s** and **0h:3m:0s**	0 (0%)
Calls responded to after the maximum response time of **0h:3m:0s**	2 (10%)

ENSUITE	0
Average initial response time	00:00:00 h:m:s
Calls responded to within the target response time of **0h:3m:0s**	0 (0%)
Calls responded to between the target and maximum response times of **0h:3m:0s** and **0h:5m:0s**	0 (0%)
Calls responded to after the maximum response time of **0h:5m:0s**	0 (0%)

EMERGENCY	2
Average initial response time	00:00:31 h:m:s
Calls responded to within the target response time of **0h:1m:30s**	2 (100%)
Calls responded to between the target and maximum response times of **0h:1m:30s** and **0h:3m:30s**	0 (0%)
Calls responded to after the maximum response time of **0h:3m:30s**	0 (0%)

ATTACK	8
Average initial response time	00:00:22 h:m:s
Calls responded to within the target response time of **0h:1m:30s**	7 (87%)
Calls responded to between the target and maximum response times of **0h:1m:30s** and **0h:2m:30s**	1 (12%)
Calls responded to after the maximum response time of **0h:2m:30s**	0 (0%)

The Top 5 Calling Locations	
1. Bedroom 11 A	46 call(s)
2. DoorBell	35 call(s)
3. Bedroom 7	27 call(s)
4. Bedroom 43	26 call(s)
5. Bedroom 41B	19 call(s)

The Top 5 Engagement Time Locations	
1. Bedroom 11 A	214:04:29 h:m:s
2. DoorBell	164:46:39 h:m:s
3. Bedroom 7	139:09:07 h:m:s
4. Bedroom 43	106:11:19 h:m:s
5. Bedroom 41B	96:48:16 h:m:s

The Top 5 Busiest Hours for Call System Activity	
1. 08:00 - 09:00	25 call(s)
2. 09:00 - 10:00	20 call(s)
3. 06:00 - 07:00	15 call(s)
4. 07:00 - 08:00	15 call(s)
5. 19:00 - 20:00	15 call(s)