

# 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.

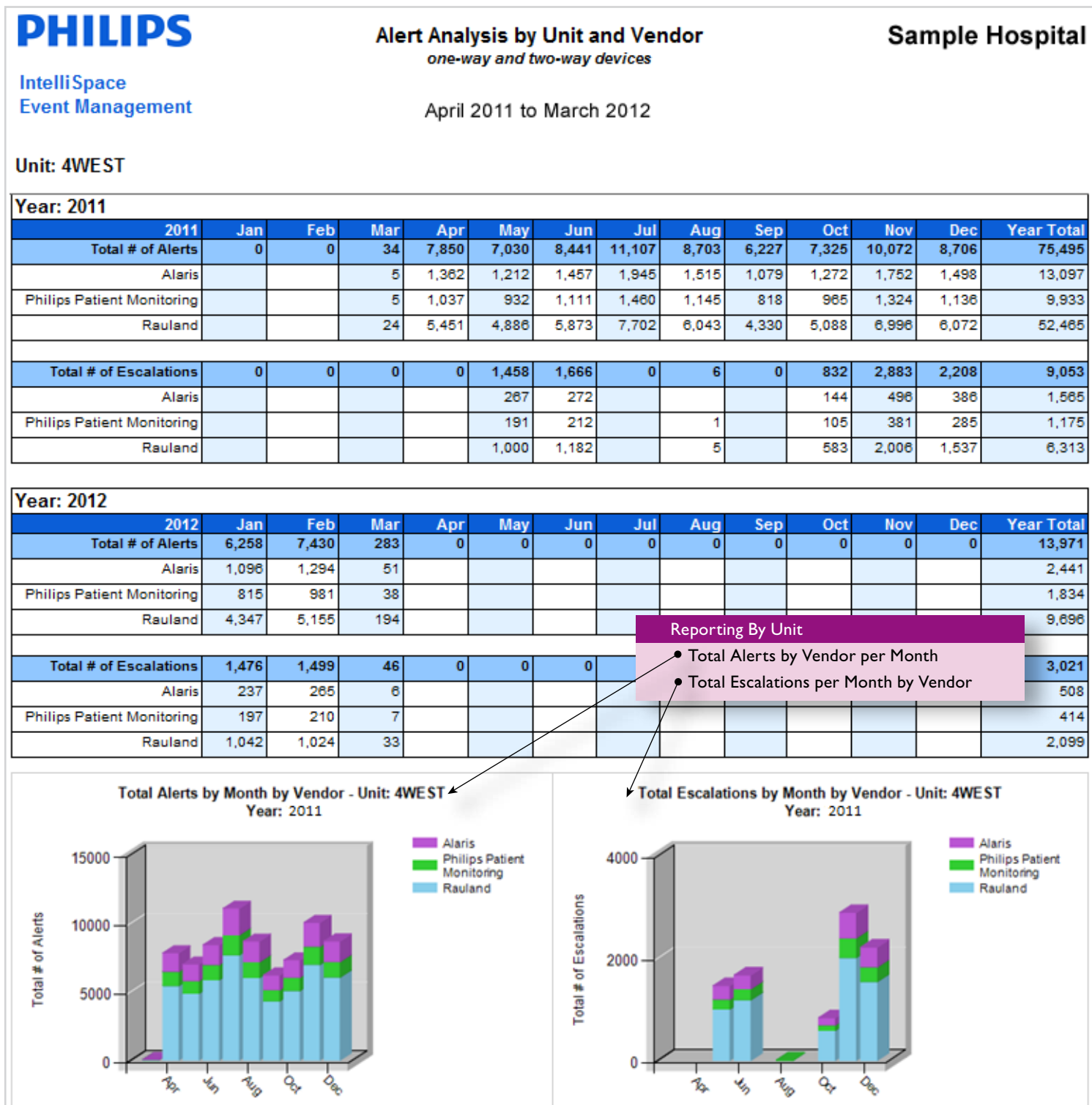
Configuration options, stored in one of the database tables, allow the organization to keep only the amount of data needed – for example, this could vary from 10 days to three months to three years. The data management procedures will delete data from the system that is no longer required and will allow 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
<b>4WEST</b>	<b>Totals by Unit:</b>	<b>8,408</b>	<b>80.31%</b>	<b>8</b>	<b>0.08%</b>	<b>2,053</b>	<b>19.61%</b>	<b>10,469</b>
<a href="#">4WEST Charge Nurse</a>	CHARGE NURSE	2,640	75.75%	1	0.03%	844	24.22%	3,485
<a href="#">4WEST Float RN 1</a>	RN	21	87.50%	0	0.00%	3	12.50%	24
<a href="#">Adorno, Carole</a>	RN	97	73.48%	0	0.00%	35	26.52%	132
<a href="#">Adrian, Dorthy</a>	RN	373	84.97%	0	0.00%	66	15.03%	439
<a href="#">Alcantar, Henrietta</a>	RN	308	92.49%	1	0.30%	24	7.21%	333
<a href="#">Alderson, Brooke</a>	RN	318	97.55%	0	0.00%	8	2.45%	326
<a href="#">Alleyne, Christina</a>	RN	157	98.74%	0	0.00%	2	1.26%	159
<a href="#">Altamirano, Jerry</a>	RN	159	75.71%	0	0.00%	51	24.29%	210
<a href="#">Amerson, Isabel</a>	RN	372	95.38%	1	0.26%	17	4.36%	390
<a href="#">Arceneaux, Lou</a>	RN	297	90.55%	0	0.00%	31	9.45%	328
<a href="#">Aronson, Manuela</a>	RN	178	78.07%	1	0.44%	49	21.49%	228
<a href="#">Autrey, Marva</a>	RN	312	94.83%	0	0.00%	17	5.17%	329
<a href="#">Azevedo, Jeanette</a>	RN	12	92.31%	0	0.00%	1	7.69%	13
<a href="#">Baeza, Michelle</a>	RN	92	78.63%	2	1.71%	23	19.66%	117
<a href="#">Bagby, Victoria</a>	RN	83	100.00%	0	0.00%	0	0.00%	83
<a href="#">Ballesteros, Sabrina</a>	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 Caregiveer	✓				
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](http://www.philips.com/IntelliSpaceEventManagement)



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