

FREQUENTLY ASKED QUESTIONS

Could you please give me some information on how the indicators in the different patient types work? Why is it that some patient types have specific indicators ie: Admission assessment and some do not?

Each of the TrendCare Patient Types is developed to approximate the time required for a specific type of patient, depending on their level of dependence on the nursing staff. The indicators themselves have no time associated with them. The array of selected indicators (each indicator has a weighting) is interpreted by TrendCare to assign an acuity category to the patient. The assigned category has an average time to care for patients that fall within that category. This timing is based on the total care required by the patient in the category, is based on analysis of millions of patient shifts and has been independently validated.

Time required, to perform activities common to a particular patient type, has been included within the baseline category timings. Ensure the patient is categorised appropriately against the available indicators, and the assigned category timing should be sufficient for the care of the patient on that shift, remembering that some patients will absorb more time than they have been assigned and others will absorb less. Selection of a single indicator may or may not change a patient's acuity category, and therefore the required hours.

Until the last upgrade, the Admission Assessment Indicator was only included in a handful of mainly sub-acute Patient Types, as the time required to perform an assessment in most acute units was fairly standard among the patients. In the last few years, however, an international trend in health-care has been towards preadmission assessment which has caused the activity of assessments to be quite variable between patients ranging from no admission assessments required (as these are done in preadmission) to 4 or more assessments being required for a patient associated with their admission.

Since the release of V3.4, a couple of extra Patient Types have been identified as requiring the Admission Assessment indicator due to emerging trends in variability between patients around this task. The indicator will be included in these Patient Types in V3.5.

HANDY HINTS

How to send TrendCare a patient transaction log when requested.

To retrieve the Patient Transaction logs start from the TrendCare LaunchPad, then select **Audits**, then **Check Patient Transaction Logs**, enter the patients number (Ur, IC, MRN, NHI or Pat ID. depending in what country you're in), click **View All Non Categorised Transactions**, then Save All Transactions to your desktop or a location that you can easily retrieve the document. Should we require All Categorised Transactions we will advise you of this. This will give you the option to save the logs as a .txt file which is our preferred format. This text file can then be attached to an email and sent to us for investigation.

Where in the world is TC?

Check out some of the photos we just haven't been able to publish in our Flyer over the last year. Thank you so much to all users for sending in their snaps. We love seeing them!



*Machu-Picchu
South America*



Valencia - Spain



*World Cup -
Auckland NZ*



*And all dressed,
ready for Xmas*

Cherrie will be in Perth in late January 2013 and New Zealand in early February 2013. Sites interested in a workshop, please contact trendadmin@trendcare.com.au

Christmas Operating Hours - The TrendCare Systems office will be closed from COB on December 21, 2012 and will re-open on January 2, 2013. Urgent system support will be available via email: support@trendcare.com.au and Ph: +61 7 3390 5399. Until then, have a safe and Merry Christmas, and we'll see you in 2013.