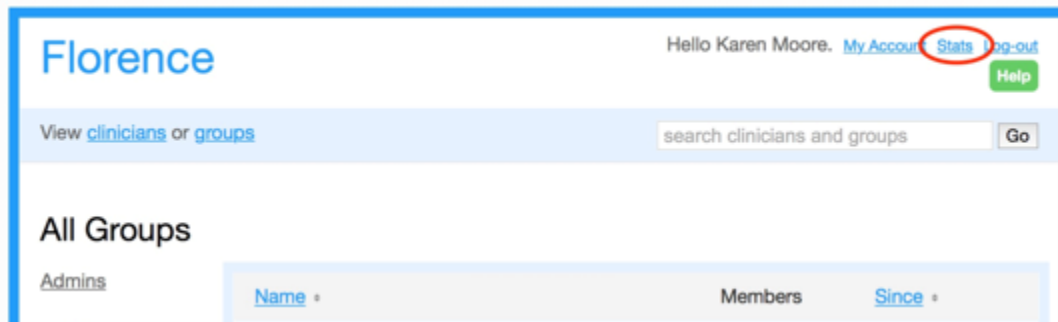
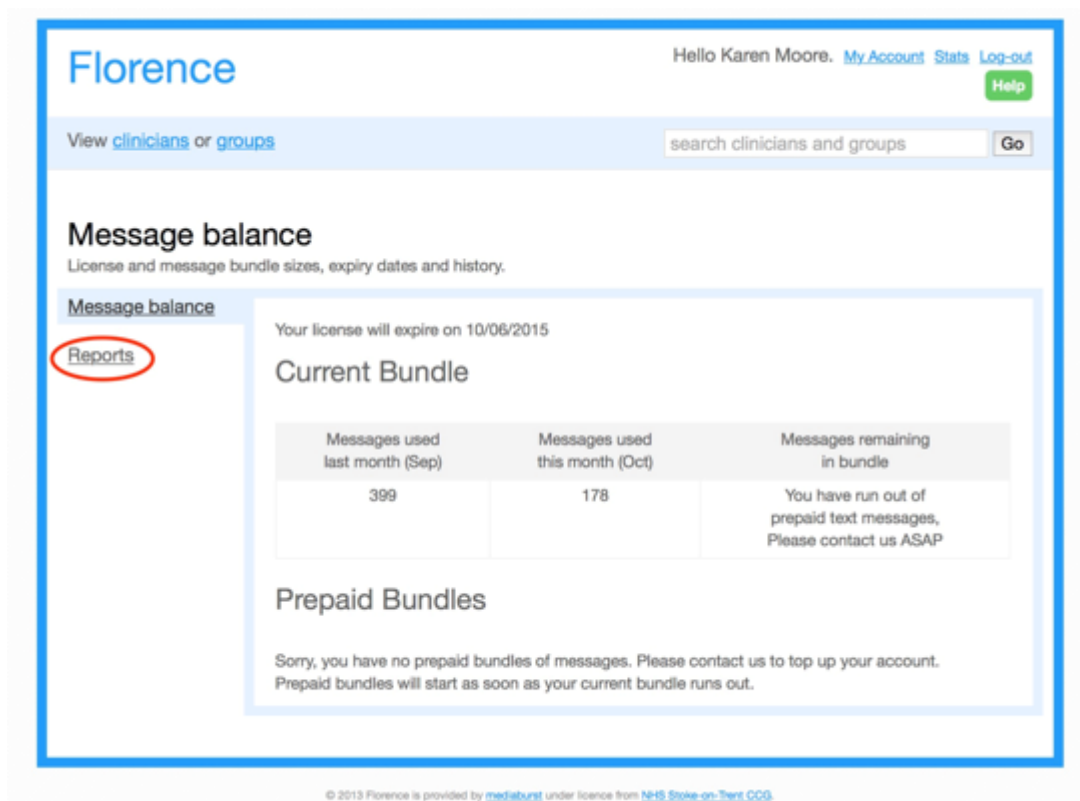


## Reporting in Florence

### How to find your reports in Flo

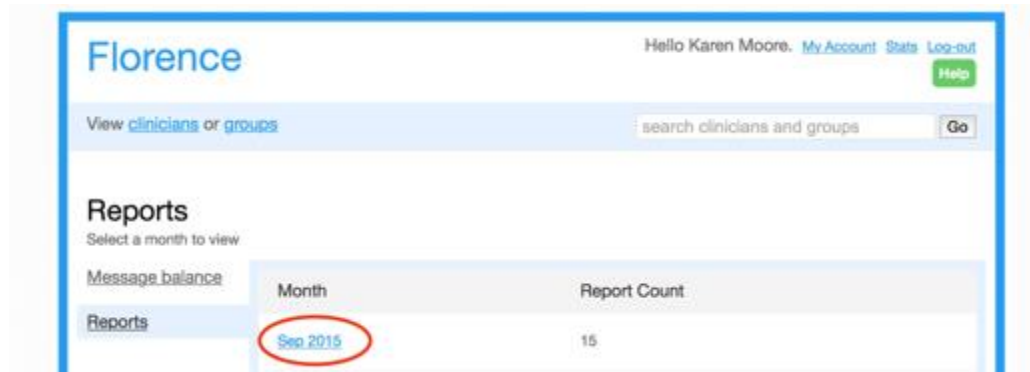


1. Log into Flo with your administrator access and Click on the 'stats' link in the top right of the screen.

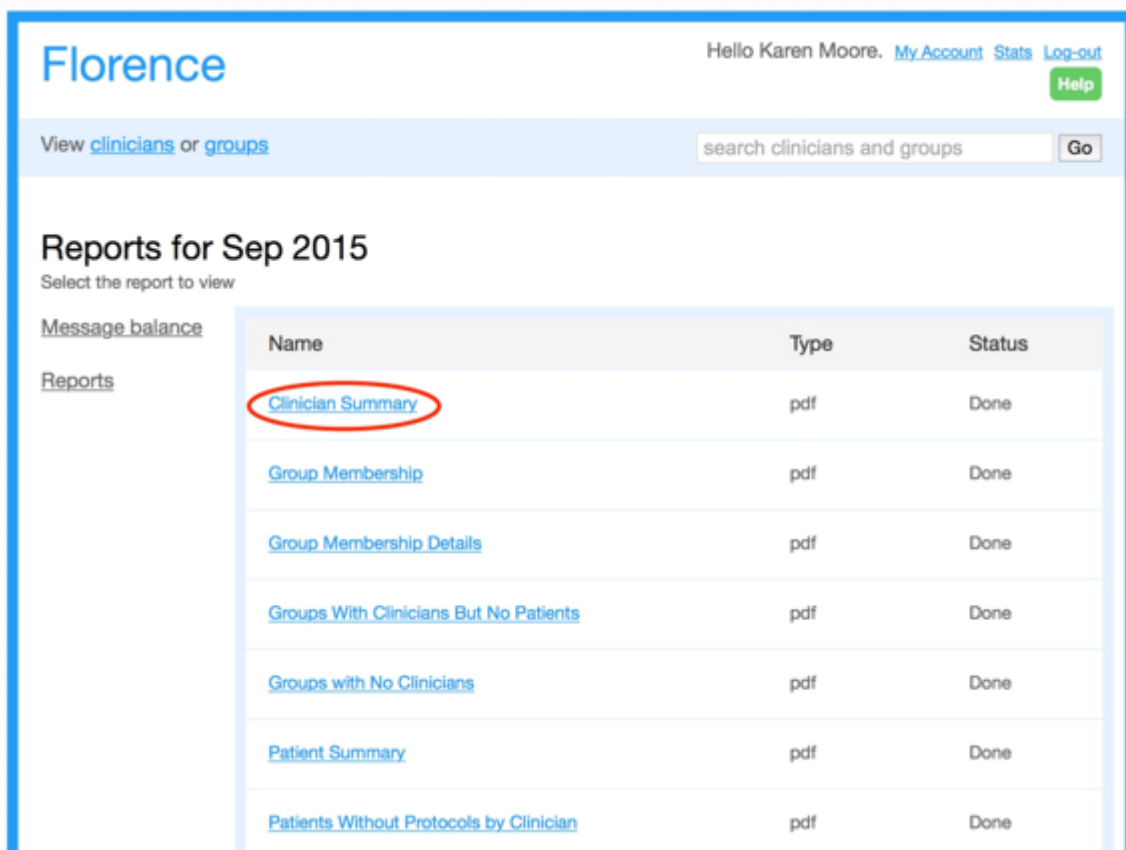


2. You will be taken to the Message balance screen that includes details of your license term, and a live feed of the messages used in the previous and current months with your total remaining messages in your bundle. To access your reports click on the 'Reports link on the menu on the left side of the page.

## How to find your reports in Flo (continued).



3. Reports are listed by calendar months so click on the link for the month you would like to look at.



1. Select the report you would like to view from the list.

## A guide to standard reports and their potential uses

### Clinician Activity Summary

The Clinician Activity Summary report includes counts for patients who have not received a message from Florence in the reported month but who do have an active protocol.

Reported per clinician, per month, data includes:

- New Protocols - Total number of new protocols added to patient records
- Active Protocols - All protocols that are active including those with no message activity within the month
- Patients Added - Number of unique new patients added (by clinician) to protocols (in this group) that started in the calendar month specified. Each patient/clinician combination is only counted once.
- (Includes those with no message activity within the month)
- Active Patients - All patients with an Active protocol

### Note

Some confusion can occur when trying to compare the different reports available. For example, the Clinician Activity Summary report shows how many new patients were enrolled but doesn't account for what happened afterwards. Other reports such as the patient summary gives a 'snapshot' in time that means it adjusts the number of new patients if they opt out or are discharged.

### Clinician Summary

This report includes basic information about clinicians registered to use Flo, their patient numbers, discharges and patients who have stopped their service.

**Uses include:** Housekeeping – at a glance indicator of any remaining live patients who need to be discharged or transferred when a clinician leaves their post.

**Quality Control:** At a glance view of clinicians who may have high numbers of patients stopping their service. Often times this can be an early indicator of an underlying issue with the protocol or a clinician who perhaps requires further support and training to personalise protocols effectively for each patient.

**Tip:** Agree in advance a tolerance level for patients stopped i.e. > 5 to be highlighted for further investigation.

## Group Membership

This report includes an overall count of groups, clinicians and patients who are opted in to Flo (including those who have no active protocols), plus a high level breakdown by named groups ordered by highest enrolled patient numbers.

**Uses include:** Can be included in dashboards or as a stand-alone communication to clinicians as a high level indicator of progress in each team.

**Quality Control:** At a glance view of groups who may be at risk or are already struggling and may need further support.

Low clinician numbers – Consider contacting the team to increase the number of clinicians trained to use Flo to mitigate potential problems around sickness/holiday cover or staff churn.

High Patient Numbers - Clinicians with large numbers of patients may be accurate but this could also be an indicator that further support may be required to for them to discharge patients who's protocol has ended.

Low patient numbers – Consider contacting the team to review their available protocols.

## Group Membership Details

This report includes an overall count of groups, clinicians and patients plus a further drill down of patient numbers by individual clinicians within each group.

**Uses include:** As a stand-alone communication to clinicians providing a high level indicator of progress in each team.

Can also be used to identify clinicians who are having difficulty in recruiting patients.

## Groups with Clinicians but no patients

This report as it suggests will show any groups without patients

**Uses include:** This is a fairly simple housekeeping report and will indicate both newly created teams or teams that are no longer required and are ready to be removed

## Groups with no clinicians

Lists all groups that have no clinicians attached.

**Uses include:** Housekeeping for groups that require removal. This report will also contain any groups used for protocol development, where you would expect to see no clinicians included.

# Florence

## Patient summary

The patient summary pdf is a snapshot of data at the turn of the month.

(Patient Summary includes patients who are enrolled even if they aren't currently being sent messages)

New Patients Enrolled - is a net figure of how many of the extra patients are now enrolled (i.e. invited minus not replied minus stopped minus discharged)

New Patients Invited (not replied) - number of newly invited patient who haven't (yet) replied to their invite.

New Patients Stopped & Discharged - number of newly enrolled patients who have subsequently been discharged and stopped

New Patients Stopped Only - number of patients enrolled this month that have subsequently stopped before the end of the month (but haven't been discharged).

New Patients Discharged Only - number of patients enrolled this month that have subsequently been discharged before the end of the month (but haven't sent a stop request).

**Uses include:** This report has been designed as an overall progress dashboard. Please remember that this report should only be used to identify trends, as it includes the complete data set of activity and so does not exclude any demo protocols and test patients added. For accurate activity reporting for all live patient records please refer to the Clinician Summary Report that has a filter applied for demos and testing.

## Patients without protocols by clinician

This report indicates the number of patients who are opted into Flo but have no active protocols.

**Uses include:** Mainly for housekeeping it may be that some patients are in between protocols however it may be that some of these patients will have simply not been discharged and so it may be good to distribute this information directly to the clinicians affected to ensure that patients are discharged appropriately

## Readings received data

This is the first excel data report listed and includes all data on messages received along with the patient and clinician IDs and the protocols being used.

**Uses include:** This report whilst only containing readings data can be very useful for identifying potential areas of concern. The final column in the data shows any alerts that have been triggered by a patient's response and this can assist in identifying issues with protocol set up i.e. parameters not being adjusted for patients or indeed clinical inertia. Regular review of this data can often provide good clues as to what is actually happening with patients on the ground.

## Texts received data

This report includes details of all texts received from patients rather than just their successful readings in excel format.

**Uses include:** Mainly for housekeeping and as a source file for local reporting. This can also be a useful report in terms of determining text usage. On occasion it may also bring to light any patients who are perhaps struggling to text in their readings correctly which can be notified to the clinician to offer additional support and guidance.

## Texts received: by group

This is a summary report of groups with patient numbers total texts received and the number of alerts generated.

**Uses include:** This report can be used as an indicator for high levels of alerting and would be best used to signpost to the detailed data in the text received report for further investigation.

## Texts received: by group and protocol

This is again a summary report of groups with patient numbers total texts received and the number of alerts generated drilled down to protocol level

**Uses include:** Again this report can be used as an indicator for high levels of alerting on protocols rather than individual patients which may highlight a need for protocol review.

## Texts sent data

As with the texts received data this excel report includes full details of all texts sent to patients over the monthly period in excel format.

**Uses include:** This report is a source file for local reporting and can be useful for audit purposes, protocol costs and estimating usage. This report can also be used to give an indication of how well clinician to patient text messaging is being utilised by your teams.

## Texts sent: by group

This is a summary report of total texts sent with a further breakdown by group, patient numbers and texts sent

**Uses include:** This report may be useful for budgeting purposes as it can help to identify overall usage and provides a simple report to identify high text usage within individual teams.

## Texts sent: by group and protocol

This is a summary report of groups with patient numbers and the total texts sent drilled down to protocol level

**Uses include:** Like the previous report this can be useful for budgeting allowing you to see which of your protocols are perhaps the most 'text hungry'.

## User Contact information

Excel report detailing contact information for all users indicating their status as either active or deleted.

**Uses include:** This report is particularly useful for audit and housekeeping of starters and leavers. This report can also been utilised to create and maintain email contact lists for individual & local group communications

## What else is available?

Simple Shared Healthcare is able to provide ad-hoc reporting on request in addition to the reports available in Flo. If you have a request or need support to define requirements then please contact a member of the team.

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