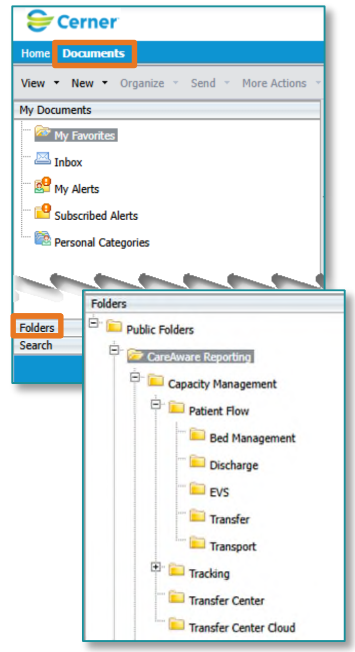
From the Office of Health Informatics

Capacity Management
CareAware Patient Flow Reporting

June 27, 2025

Managers and hospital leaders have the ability to review data collected within Capacity Management.

CareAware Reports



Access the portal by entering http://reporting.careaware.com and login with the credentials provided. Once the application opens, click the **Folders** heading and expand the **Public Folders** by double-clicking or selecting the **+** sign next to the folder. Expand the folders **CareAware Reporting >Capacity Mangement>Patient Flow** to review report options.

NOTE: **If access is needed, place a ServiceNow ticket to request CareAware reporting access.**

Types of Patient Flow Reports

- Bed Management
  - Bed Status: Will show a snapshot of the unit's bed status on a selected Date/Time.
  - Patient Census: Displays a summary of the current occupied beds.

NOTE: **There is an option for Gender Nonconformance. This is not used at Northern Light Health.**

- Discharge
  - Current Discharge List: Provides a list of discharge milestones (pending, started, completed).
  - Discharge Log: Discharge milestones will be visible for a specific start and end date/time.
  - Discharge Milestone Details: Information regarding Milestone ID reference.
- EVS
  - Current EVS List: Displays a list of all EVS milestones that are in a Requested or Started status.
  - EVS Delays by Personnel: Provides the volume of EVS delays by personnel and summaries of the personnel delay metrics.
  - EVS Delays by Unit: Provides the volume of EVS delays by unit and summaries of unit delay metrics.
  - EVS Log: Displays a list of all EVS milestones that posted an action within the Begin and End Date and Time range.
  - EVS Milestone Details: Displays information around specific Milestone ID reference.

- Personnel Availability History: Shows availability status change associated to a personnel and each milestone action type associated to a personnel. (The report is intended to be a supplement to the Personnel Productivity report.)
- Personnel Productivity Report: Summarizes how many hours personnel with role 'x', were available to perform a task. (The report also analyzes the time it takes for a personnel to accept a new job after completing their previous job.)

➢ **Transfer**

- Current Transfer List: Provides a list of all Transfer milestones that are in a Requested or Started status.
- Transfer Log: Displays a list of all Transfer milestones that posted a milestone action within the Begin and End Date and Time range.
- Transfer Milestone Details: Provides information around specific Milestone ID references.

➢ **Transport (NL EMMC and NL Mercy Only)**

- Current Equipment Transport List: Displays a list of all Equipment Transport milestones that are in a Request or Started status.
- Current Transport List: Displays a list of all Transport milestones that are in a Request or Started status.
- Transport Delays by Personnel: Displays the volume of transport delays by personnel and summaries delay metrics.
- Transport Delays by Unit: Displays the volume of transport delays by unit and summaries delay metrics.
- Transport Equipment Log: Displays a list of all Equipment Transport milestones that posted a milestone action within the time range, Begin and End Date and Time.
- Transport Milestone Details: Provides information around specific Milestone ID reference.
- Transport Patient Log: Displays a list of all Patient Transport milestones that post a milestone action within the time range, Begin and End Date and Time.
- Transport Usage: Displays the number of transports by origin and destination unit. For each unit, it contains the percentage of all transports requested and completed that the unit accounted for. This report also shows the overall number of transports requested and completed.

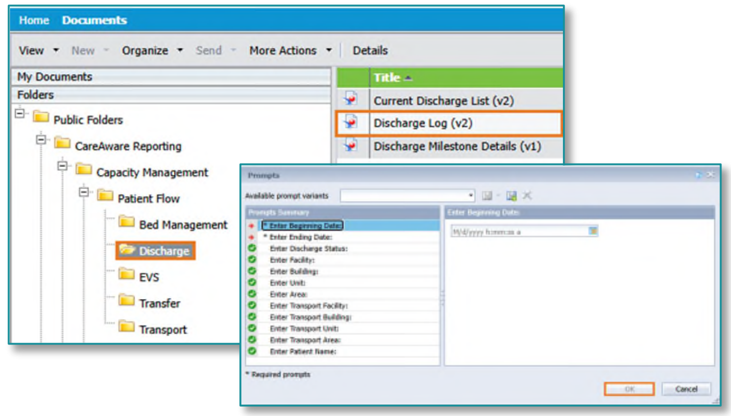
Generating Report Details

STEP 1: Double-click the report name to open the Prompt window.

STEP 2: Enter criteria.

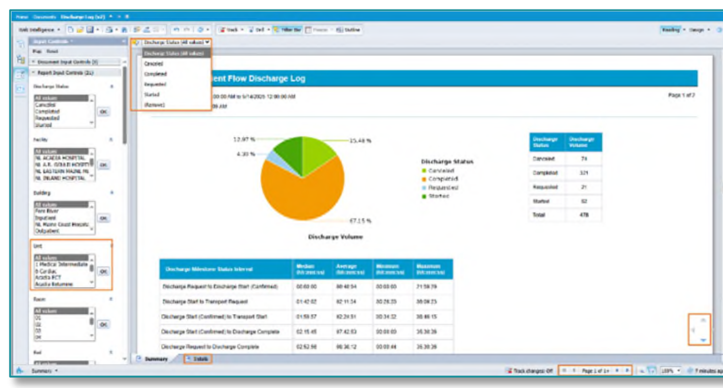
- Some selections will have a **Refresh Values:** button above the criteria window. Click to bring in option(s), then highlight and use the arrow keys to move to search window.

STEP 3: Select **OK** to run the report.



Interpreting Data

- Each report will have a graph with a legend.
  - Adjustments can be made to the data seen by using the **Input Controls** to the left of the graph window.
- In the bottom right corner of the window is a **4-way arrow** to navigate the screen as not all information can be viewed on one screen.
- The second page will display a timeline of when tasks were completed.
- **Details tab** at the bottom will give patient specific data.



Saving, Printing, and Exporting Reports

- Managers can use the icons in the toolbar to **Save** the report to their desktop for future review, **Print** a copy as needed and **Export** to Excel for manipulation of the data.