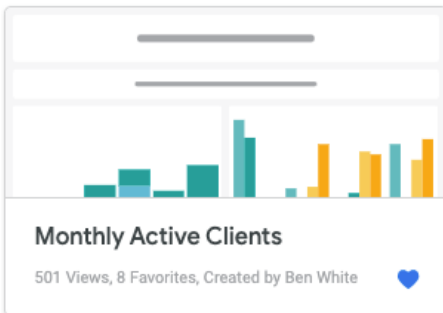


Birdie Analytics



Get to know your report dashboards

Monthly Active Clients



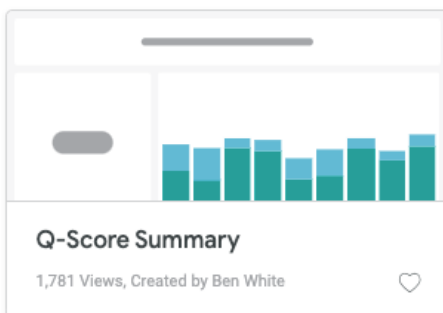
What is it?

A high-level report showing how many clients you have in comparison to the past few months, including new packages, existing packages, and lost packages. (i.e. passed away or left the agency).

When would I use it?

Get a quick insight to see how your business is growing. Keep an eye on the balance between new and lost packages.

Q Score Summary



What is it?

Taking inspiration from the CQC KLOEs and ratings, this high-level report helps you evidence your KLOEs on data from Birdie and your rostering system. From safe and person-centred, to responsive and caring.

When would I use it?

Monthly. Monitor your Q Score to ensure the rating is going up. Drill into each metric and create actionable steps. Save and showcase during inspections.

Completed Visit Reports



What is it?

The total number of reports completed on Birdie in the past months. And, the number of scheduled calls on your roster were actually completed.

When would I use it?

Make sure you're having no missed visits. Save these reports as Excel docs and write notes to evidence. Set up alerts if the percentage of calls drops below a certain figure.



Secure Check-in/Out Success



Secure Check-in & Out Success

235 Views, 2 Favorites, By Ben White



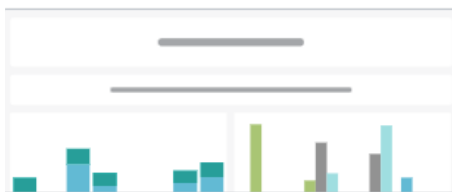
What is it?

A monthly report showing the % of calls with secure check in/outs. And, the number of total forced check in/outs last month and the past few months.

When would I use it?

Set up alerts if this number increases and drill down to see if certain clients are causing the forced alerts (due to being in a bad signal area), or certain carers (if they aren't refreshing location or turning off location).

Visit Punctuality & Fulfilment



Visit Punctuality & Fulfillment

793 Views, 5 Favorites, By Ben White



What is it?

Carer audit to see if calls are starting on time and ending on time with drill-downs per client and per carer.

When would I use it?

You can use this report to view which carers are constantly on time, and which ones are not. Also, you can use this report to view any calls that are constantly underrunning or overrunning to speak to the client or the local authority in extending their call time.

Care Tasks Completed



Care Tasks Completed

370 Views, 2 Favorites, By Ben White



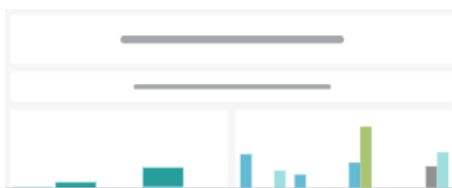
What is it?

The total tasks that have been completed in the past few months, and how many scheduled tasks were completed on Birdie.

When would I use it?

It's a great way to evidence a safe and effective care delivery as the carers can provide all the care needs, or they are at least being prompted.

Medication Tasks Completed



Medication Tasks Completed

723 Views, 4 Favorites, By Ben White



What is it?

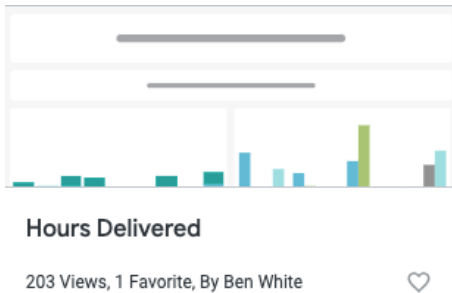
How many total medications were recorded on Birdie. And, the % of medications completed over all the medications. Also, % of clients with more than 90% of their medication recorded.

When would I use it?

The best way to prove that medications are being recorded. Visit Planning will boost this report which you can evidence that you have no gaps in your MAR chart.



Hours Delivered



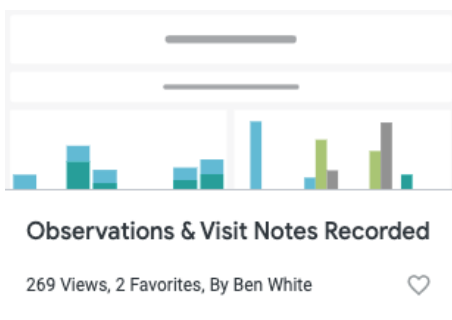
What is it?

The number of total hours of care delivered per month, and how that compares to the expected scheduled hours of care.

When would I use it?

It's a growth tool, monitor your hours are growing. Set alerts to ensure you're hours aren't exceptionally over or under the scheduled hours and evidencing this to the local authority.

Observations & Visit Notes



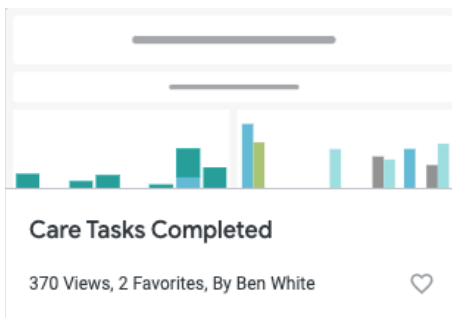
What is it?

The number of observations carers record per call (food, mood, drinks, etc.), and how many recorded visits have notes written by carers.

When would I use it?

To evidence person-centred, holistic, plus above and beyond care delivery. You can prove that carers are not only completing tasks but logging extra notes and observations to make each call unique and holistic.

Care Planning



What is it?

The office team and how many tasks they have added per client, how many notes they add per task, and how often they update this.

When would I use it?

Evidence an effective care plan by having multiple tasks per client, a person-centred care plan by tasks having notes. Plus, a responsive care plan where tasks and notes are updated rapidly based on the client's changing needs.

Longer Visits & Consistent Care



What is it?

A report showing the % of calls longer than 45mins, and the % of clients seen by a maximum of 6 carers per month.

When would I use it?

Good evidence allows business growth, by having longer calls as an agency, and evidence caring and safe care if most clients are seen by the same people who they can build a caring relationship with.



Alerts Raised & Resolved



Alerts Raised & Resolved

370 Views, 2 Favorites, By Ben White



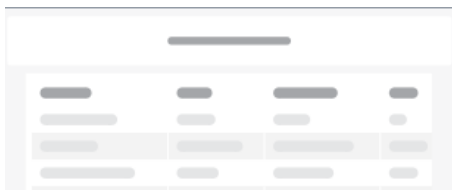
What is it?

The total number of alerts raised, how quickly they are qualified (status changed), and what % of the alerts are resolved with 24 hours.

When would I use it?

Good evidence on responsiveness as you can prove that you look at and action alerts as soon as they come through. You can also see which clients (or carers) cause the most alerts to escalate appropriately.

Care Delivery Trends



Care Delivery by Carer

3631 Views, 5 Favorites, By Ben White



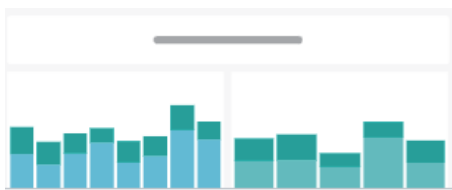
What is it?

A weekly report on your carers, showing a list of all your carers in terms of clients visited, punctuality, tasks, observations & medications completed, and notes left.

When would I use it?

Evidence appraisals or further training. Agencies may use this to rank their carers and drive promotions on good care delivery. Allows you to be more objective than subjective.

Care Management Trends



Care Management Trends

7408 Views, 2 Favorites, By Ben White



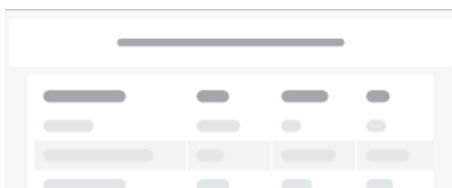
What is it?

A weekly report with metrics on the office team, how up to date their care plans are, medication monitoring, and alert responsiveness.

When would I use it?

Another report to share with the office team to set quality KPIs and ensure each member is monitoring and improving their area of care management.

Care Management by Clients



Care Management by Client

1141 Views, 3 Favorites, By Ben White



What is it?

A weekly report per client on how care plans (tasks) have been set up, how many have notes, and how often they have been updated.

When would I use it?

A good report to share with the team in charge of tasks and alert management to ensure they are updating constantly to be fully prepared for inspections.



Visit Logs



Alerts Raised & Resolved

370 Views, 2 Favorites, By Ben White



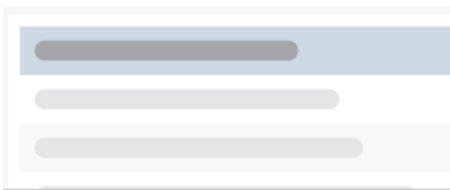
What is it?

A complete report that shows all the scheduled calls with their check in/out time and duration, and the actual call times with check in/out time and duration.

When would I use it?

Many agencies schedule this report to be sent to their local authority to demonstrate compliance with them. You can also schedule these to be sent to you as CSV (Excel) files to write notes next to any discrepancies.

Medication Task Logs



Medication Task Logs

198 Views, 4 Favorites, By Ben White



What is it?

A list of all the medications on Birdie, and their outcome. Showing the client, carer, time of outcome vs. scheduled, and if it is self-administered or not.

When would I use it?

You can spot any non-recorded medications, as well as evidence that visit planning causes all medications within a visit to be completed.

Care Management Trends



Care Management Trends

7408 Views, 2 Favorites, By Ben White



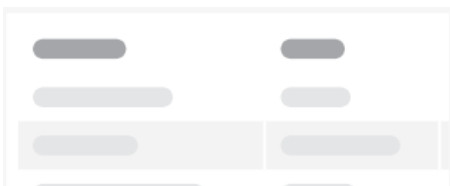
What is it?

A weekly report with metrics on the office team, how up to date their care plans are, medication monitoring, and alert responsiveness.

When would I use it?

Another report to share with the office team to set quality KPIs and ensure each member is monitoring and improving their area of care management.

Visit Logs



Client Observation Logs

157 Views, 3 Favorites, By Ben White



What is it?

A list of all observations and notes logged by carers. Showing the time of the observation, as well as the carer and notes.

When would I use it?

A good report to filter by client and share with their family members to keep them in the loop. This is also a good first step towards evaluating care and creating graphs to evidence an improvement or decline in health.

