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Introduction to SwipeSense

REUSING FROM SYSTEM GUIDE

Getting Started

REUSING FROM SYSTEM GUIDE

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Navigating Your Data

## Navigation

After clicking on the icon for Hand Hygiene you will be redirected to the highest level of data that your facility and partner success team have provided permissions for. Along the top of the page, you will be able to navigate to the hub application (*depending on permissions)* and logout of the application.

On the left-hand menu, you will find a list of all the dashboards available for viewing.

If you have access to multiple SwipeSense modules, you will be able to select a different module on the bottom left corner.

*PICTURE WITH LABELS*

## Using the Date Picker

*PICTURE HIGHLIGHTING THE DATE PICKER ON A PAGE*

Apart from the Enterprise & Facility Dashboards, each page will have a **Date Picker** beneath the dashboard banner. The **Date Picker** will allow you to filter to any date range in which hand hygiene performance has been recorded. This tool works the same for every page it’s present on.

To access the **Date Picker**, click on the calendar icon and you will be presented with all options available for making selections:

* Choose standard filters from the drop-down menu *(Yesterday, This Week, Last Month, etc.)*
* Select a specific number of days to monitor.
* Type in the date in the designated date fields.
* Select the dates directly from the calendar.
  + Click the first date to select the start of your date range.
  + Click the second date to select the end of your date range.

When you’re satisfied with your selection, use the **‘Select Dates’** button to save it. If you’d like to close the **Date Picker** without changing your selection, use the **‘Cancel’** button to go back with no changes.

## Using Filters

Apart from the Enterprise & Facility Dashboards, each page will have a **Filters Panel** next to the Date Picker & beneath the dashboard banner. The **Filters Panel** will allow you to fine tune the data visible in each dashboard. Apart from the **Aggregates** filter, changing options on the **Filters Panel** will change the information for all performance cards and graphs on the page. *(Aggregates will only change the visualization of Performance Line Graphs)*

\**Note: Available options on the Filters Panel are based on permissions determined by hospital leadership and SwipeSense Partner Success.*

*PICTURE WITH FILTERS & DROPDOWNS SHOWN*

You can change any filter by clicking on the arrow button in each filter field. Doing so, will show a drop down of all available options within each filter:

* Aggregates: Choose to visualize line graph data in weekly, daily, or monthly compilations.
* Facilities: Choose which facility, or facilities you would like to see data for. *(Facility selections will limit the Units and Groups filters to the selected facilities.)*
* Units: Choose which unit or units you would like to see data for. *(Unit selections will limit the groups filter only to groups attached to the selected units)*
* Groups: Choose which group or groups you would like to see data for. *(Group selections will limit the units filter only to units attached to the selected groups)*

Any filter field can be left bank if you choose. Doing so will aggregate and present data at the lowest filter level selected.

Once you have arranged your desired filters from the Filters Panel & chosen your desired date range from the Date Picker select the “Apply Filters” button in bottom right of the Filters Panel to apply your selections to the data on the dashboard page.

These filters will remain in place as you navigate to other dashboards within the Hand Hygiene Module of the Care Application.

Viewing Your Data

## Dashboard Views

SwipeSense offers a variety of dashboards tailored to meet the needs of different levels of hospital staff. These dashboards encompass a high-level executive overview that aggregates multi-facility hospital networks as well as dashboards catering to groups, units, and even individual team members. This multi-tiered presentation of data has been strategically designed to empower leadership to understand the critical areas to influence behavior change. Please proceed to see an overview of each dashboard.

*Note: Dashboard access is customizable and access to dashboard views are determined by hospital leadership and SwipeSense Partner Success. If you believe you should see a specific dashboard on your page, please reach out to your leadership team.*

### Executive Dashboard

The **SwipeSense Executive Dashboard** provides a comprehensive overview of an entire Health System’s performance over a fiscal year. The **System Heat Map** allows a user to compare the performance of all facilities monthly. The performance tables provide insights into the number of hand hygiene opportunities and performance generated within each unit or group type across all facilities. Ultimately allowing for the observation of trends and identifying initiatives that can be implemented across the entire Health System

PICTURE OF EXECUTIVE DASHBOARD LABELING AREAs

### Facility Dashboard

The **SwipeSense Facility Dashboard** provides a comprehensive overview of an entire Facility’s performance over a fiscal year. The System Heat Map allows a user to compare performance of all units monthly. The performance tables provide insights into the number of hand hygiene opportunities and performance generated within each unit or group type across one facility. This enables the observation of trends and facilitates the identification of areas to recognize top-performing teams or delve deeper to provide behavioral coaching.

If you have Facility-Level permissions for one hospital this will be the highest page accessible via the **Enterprise Dashboard**.

If you have Enterprise-Level permissions for a multi-hospital system, the **Facility Dashboard** can be accessed via clicking on a specific Facility from the **Enterprise System Heat Map.**

ADD PICTURE LABELING DASHBOARD

### Group Dashboard

TheSwipeSense Groups Dashboardprovides a view of performance data as it relates to people within your hospital. With the **Groups Dashboard** you can:

1. View your group*(s)* total hand hygiene performance over time.
2. Cement best practices by identifying your group*(s)* best week *(or day)* of hand hygiene performance in a given period.
3. Benchmark your group*(s)* performance using the **Performance Over Time Graph**.
4. Celebrate your group*(s)* **Hand Hygiene Stars**
5. View which units your group*(s)* are contributing to with their hand hygiene performance.

ADD PICTURE LABELING DASHBOARD

### Unit Dashboard

**The SwipeSense Units Dashboard** provides a view of performance data as it relates to places within your hospital. With the **Units Dashboard** you can:

1. View your unit*(s)* total hand hygiene performance over time.
2. Cement best practices by identifying your unit*(s)* best week *(or day)* of hand hygiene performance in a given period.
3. Benchmark your unit*(s)* performance using the **Performance Over Time Graph.**
4. Celebrate your unit*(s)* **Hand Hygiene Stars.**
5. View which groupsare contributing to your unit*(s)* total hand hygiene performance

ADD PICTURE LABELING DASHBOARD

### Staff Dashboard

The **SwipeSense Staff Dashboard** provides a view of all individual team members encompassed within a filter selection. With the **Staff Dashboard** you can:

1. View an aggregate of selected staff’s total hand hygiene performance over time.
2. View the **Hand Hygiene Performance by Staff Table** to gain insights into the total performance of individual team members.
3. View the **Hand Hygiene Performance by Staff Bubble Plot** to visualize where coaching and intervention may have the highest impact in your overall hand hygiene scores.

Selecting a staff member from either the **Hand Hygiene Performance by Staff Table** or the **Hand Hygiene Performance by Staff Bubble Plot**, will allow you to navigate to that team members individual page.

ADD PICTURE LABELING DASHBOARD

### Individual Staff Page/My Report

Each badged team member will also have a My Report page that allows insights into individual hand hygiene performance. Appropriately permissioned team leads will also be able to access this personalized report that includes:

1. The individual team members total hand hygiene performance over time.
2. The **Performance Over Time Graph** that allows for comparison against hospital benchmarks.
3. Information about the team member that includes:
   1. Badge Short Code
   2. Badge Battery Levels
   3. Group Assignment

ADD PICTURE LABELING DASHBOARD

## Graphical Data Representations

### System Heat Map

The **System Heat Map** can be found on the **Enterprise Dashboard** and shows the monthly performance of all facilities in a Health System over the course of the fiscal year *(Fiscal year determined by hospital leadership and Partner Success Team.)* The top row of the heat map shows the hand hygiene performance for the overall Health System, while the rows beneath show the monthly performance for all facilities encompassed by that Health System. Hovering over a month will highlight that facility’s performance against the other facilities within the system during the selected month.

Clicking on a facility row on the **System Heat Map** will take you to the **Facility Dashboard** for that hospital.

ADD PICTURE WITH LABELS

### Facility Heat Map

The **Facility Heat Map** can be found on the **Facility Dashboard** and shows the monthly performance of all units within a single facility over the course of the fiscal year *(Fiscal year determined by hospital leadership and Partner Success Team.)* The top row of the heat map shows the hand hygiene performance for the whole facility, while the rows beneath show the monthly performance for all units encompassed by that facility. Hovering over a month will highlight that unit’s performance against the other units within the facility during the selected month.

If you navigated to the **Facility Dashboard** via the **System Heat Map**, you can use the “Back to All Facilities” button in the top right hand corner to return to the full **Executive Dashboard.**

### Performance Over Time Graph

The **Performance Over Time Graph** can be found on the **Groups Dashboard**, the **Units Dashboard**, and **My Report/Individual Staff Page.** The data shown in this graph can be customized using the **Date Picker** and the **Filters Panel.**

* The horizontal axis *(Or X-Axis)* will show time aggregates that were chosen via the **Filters Panel.**
* The vertical axis *(or Y-axis)* will show total hand hygiene performance percentages.
  + *Note: Y-axis auto-scales to the highest data point in the data set.*
* Available trend line categories will show immediately above the graph. Trend line availability is determined by the filters you selected from the **Filters Panel.** 
  + All trend lines will be crossed out by default. Clicking on the trend line category will place the line on the graph.
  + To remove the trend line, click the category a second time to cross out the category and remove it from the graph.
  + *Note: The hospital baseline, hand hygiene goal, and default data set for the dashboard will always be available as trend line categories on the graph.*

ADD A PICTURE OF THE PERFORMANCE OVER TIME GRAPH

### Bubble Plots

The **Hand Hygiene Performance Bubble Plot** can be found on the Staff Dashboard. This data visualization provides an opportunity to easily identify high performers and team members that need coaching. The bigger the bubble the more opportunities the team member is creating. The goal is to turn the largest red bubbles, to the largest green bubbles and positively influence your team’s overall performance score!

* The horizontal axis *(or X-axis)* will show opportunity counts from highest *(left)* to lowest *(right).*
* The vertical axis *(or Y-axis)* will show hand hygiene performance scores.
* *Note: Graph auto-scales to highest points in the data set.*

To gather more information, hover over a bubble with your cursor to see:

* Username
* Total Performance Score within the date range
* Total Opportunity Count within the date range

Click on a bubble to navigate to that specific user’s individual dashboard page.

ADD PICTURE OF BUBBLE PLOT

### Real Time Intervention Blueprints

*WILL BE PRESENT IN VERSION 1.2*

### Over Time Intervention Blueprints

*WILL BE PRESENT IN VERSION 1.2*

## Data Tables

You will find numerous data tables spread out across the Hand Hygiene module of the care application. Each one containing a total performance percentage and an opportunity count for the relevant category.

### Navigating Tables

Each table utilizes the same basic tools to help navigate and filter information easily:

* **Column Headers** – Clicking directly on any column header will sort the column in ascending order, clicking a second time will sort the column in descending order.
* **Magnifying Glass –** Clicking directly on the magnifying glass icon in the top right corner of each table will allow you to dynamically search for what you would like to see isolated in the table.
* **Rows Per Page** – At the bottom of each table you can edit the table settings to fine tune the number of rows per page that you would like to see. You can also use the arrows to navigate through the pages of each table.

### Performance by Unit Type

This table is found in the **Executive Dashboard** and provides opportunity counts and hand hygiene performance percentages for types of units across a health system over the fiscal year. *(Fiscal year determined by hospital leadership and Partner Success Team.)*

### Performance by Group Type

This table is found in the **Executive Dashboard** and provides opportunity counts and hand hygiene performance percentages for types of groups across a health system over the fiscal year. *(Fiscal year determined by hospital leadership and Partner Success Team.)*

### Performance Detail

* Units
  + This table is found on the **Groups Dashboard** and provides opportunity counts and hand hygiene performance percentage relating to units that have been visited by a specific group or groups as dictated by the selections made from the **Date Picker** and **Filters Panel.**
* Groups
  + This table is found on the **Units Dashboard** and provides opportunity counts and hand hygiene performance percentage relating to groups that have visited by a specific unit or units dictated by the selections made from the **Date Picker** and **Filters Panel.**

### Hand Hygiene Stars

This table can be found on both the **Groups Dashboard** and the **Units Dashboard**. It represents the top performers for the group(s) or the top performers on the unit(s) *(depending on the dashboard).* On this table you can see Staff Name, Total Opportunity Count and Total Hand Hygiene Performance as dictated by the selections made from the **Date Picker** and **Filters Panel.**

### Hand Hygiene Performance by Staff Table

This table can be found on the Staff Dashboard and shows Staff Name, Opportunity Count, and Total Hand Hygiene Performance Percentage as dictated by the selections made from the **Date Picker** and **Filters Panel.**

## Data Cards

Many of our dashboards incorporate data cards designed to succinctly deliver essential and specific information to your team. Please proceed for a brief overview of these data cards.

### Performance Card

**Performance Cards** can be found on our **Groups**, **Units**, and **Staff Dashboards**, as well as the **My Report/Individual Staff Page**.

PICTURE

Each **Performance Card** highlights the total performance percentage within the parameters selected from the **Date Picker** and **Filters Panel.** Performance percentage is calculated by dividing the number of Performant Opportunities by the Total Opportunities.

Below the Total performance percentage, each **Performance Card** also highlights the percentage change measured within the date range you have selected, compared to the same range immediately preceding the selected dates.

*(Ex. If one week of time has been selected, you will see the +/- % change from the previous week.)*

### Performant Opportunities

**Performant Opportunities Cards** can be found on our **Groups**, **Units**, and **Staff Dashboards**, as well as the **My Report/Individual Staff Page**.

PICTURE

A **Performant Opportunities Card** shows the total number of times that a hand hygiene event was expected *and* performed within the parameters selected from the **Date Picker** and the **Filters Panel**.

### Total Opportunities

**Total Opportunities Cards** can be found on our **Groups**, **Units**, and **Staff Dashboards**, as well as the **My Report/Individual Staff Page**.

PICTURE

A **Total Opportunities Card** shows the total number of times that an entrance into a patient area was measured and a hand hygiene event was expected within the parameters selected from the **Date Picker** and **Filters Panel**.

*\*For more information on how we measure hand hygiene opportunities and hand hygiene events check out SwipeSense System User Guide!*

### Best Week

**Best Week Cards** can be found on our **Groups & Units Dashboards.**

PICTURE

A Best Week Card provides the total performance percentage for your best week within the parameters selected from the **Date Picker** and **Filters Panel**. If you have chosen to aggregate data daily or monthly this could also be a **Best Day Card** or a **Best Month Card**.

## Other Data Available

In addition to the data described above, you can also see user badge information from the **My Report/Individual Staff Page**.

Our **Groups Dashboard** and **Units Dashboard** provide links in the top right-hand corner that will redirect you to the **SwipeSense Hub Application** for any hardware information. *(As permissions allow)*

Downloading & Sharing

Each dashboard contains purple buttons in the top right-hand corner that will allow you to download the data you are viewing as either an excel or a pdf.

These downloads will match the parameters you have selected from the Date Picker and Filters Panel. To download them:

1. Click the button to choose your download option.
2. You will be prompted to name the file and choose a location on your device to save.
3. Download will begin immediately pending your local network connection.

Getting Help

## Tool Tips

Looking for additional help? Our Care Application contains various helpers right on the page indicated by [PICTURE OF TOOL TIPS ICON] the tool tips icon.

## The SwipeSense Hub Application

You can also find more information on our SwipeSense Hub Application, intended for more administrative tasks.

## Contact Support

Still need help? We’d love to hear from you! On the bottom right of every page is a button labeled “Contact Support”. Or you can email us at [support@swipesense.com](mailto:support@swipesense.com). Either option will create a support ticket for our team, please be as detailed as possible in your request.