

key benefits for healthcare

custom complaint reporting forms

Replace paper-based forms by using drag and drop configuration to easily include order and placement of necessary fields to gather required information.

process management (tasks)

Reduce manual decision-making by incorporating unlimited customizable step-by-step processes, checklists, peer reviews, and action plans.

automation and business rules

Automatically route and assign new cases to the right person or group based upon your specific criteria. Escalation rules ensure nothing falls through the cracks, and that stakeholders remain notified.

service level agreements

Report on response, progress, resolution, and achievement of service level (SLA) goals to reduce patient harm and cater to ongoing patient safety.

process templates (quick picks)

Improve responsiveness to patients, capture incidents quickly and more consistently. Include preset field values, assignments, workflow processes, or attachments.

web form support

Enable anonymous initiation triggered from a form on your website to develop a collaborative “just culture” environment.

user defined fields

Track the data unique to your processes and requests. Create an unlimited number of user defined fields. Choose from free text, dropdown, date, integers, large text, or yes/no types.

email notifications

Automatically update staff on case progress, including status changes, updated field values, and notes. Configuration flexibility includes notification event triggers, and message content.

data compartmentalization and visibility

Powerful system capabilities allow you to determine role-based access to protect data and ensure that users see only what they need to see.

solutions

Document the process outcome with standardized resolutions to improve efficiency through consistent messaging.

meet compliance requirements

Improve compliance with self-generating audit trails. Satisfy mandatory government reporting obligations with time, date, and user stamped notes.



reporting capabilities

dashboard

Quickly access real-time complaint metrics in a graphical display and filter results by Class.

searches and saved searches

Search, save, and share request criteria using a variety of output and sorting options.

report writer

Analyze data to enable streamlining of processes to identify and remove barriers or roadblocks. Design and share custom queries and reports. Group for detailed counts or calculate sums or averages.

summary reports

Run built-in reports by date range to monitor service performance, service quality, and to analyze patient issues.

scheduled reports

Automatically email Saved Searches and Report Writer Reports in Excel or html to interested parties on a predetermined basis.

calendar

Use calendar view reports to easily track appointments, deadlines, and other important dates.

additional features and options

knowledge base

Create your own information database with FAQs, common resolutions, standard procedures, and service information.

password reset

Allow users to change their Issuetrak password. Control the strength and length of new passwords.

web-based access

Deploy your site over the internet or your company's intranet with no client-side installation required.

site references

Define your own terminology for Requests, Request Types, Projects, and Locations.

menu options

Add your own hyperlinks within the interface for easy access to other websites.

site appearance

Customize your site's color scheme, title, and logos. Enhance accessibility for the visually impaired.