

key benefits for healthcare

custom incident 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 and checklists. Set up acceptance and rejection paths with unique and customizable workflows.

automation and business rules

Automatically assign requests to match appropriate roles based upon your specific criteria. Keep stakeholders notified by setting up escalations when a request stalls or workflow reaches specific criteria.

service level agreements

Report on response, progress, resolution, and achievement of service level (SLA) goals.

solutions

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

web surveys

Create safety surveys to assess patient safety culture in your organization.

process templates (quick picks)

Improve responsiveness to patients, capture incidents quickly and more consistently, by reducing the friction of data capture.

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 status changes, updated field values, and notes based on user role. 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 required information.

meet compliance requirements

Improve compliance with request audit trails. Capture and track changes with time, date, and user stamped notes.

web form support

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



reporting capabilities

dashboard

Quickly access real-time key 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.

summary reports

Run built-in reports by date range.

calendar

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

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.

scheduled reports

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

additional features and options

knowledge base

Create your own reference library with FAQs, common resolutions, and standard procedures.

password reset

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

web-based access

Deploy your site over the internet or your company's intranet with no client-side installation required and 24x7 access.

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.

