ABC Module Usage

This report shows aggregated usage patterns for users at selected Service Providers in a selected date range. It looks at data about the frequency of record creation in the Client Management modules (e.g. Admissions, Case Management, Incidents, etc.). The report displays average record creation frequency per user, broken down by Service Provider and Rights Template.

Q&A

What parameters are available for this report?

- ***Start Date***
- ***End Date***
- ***Service Providers***

What types of records are tracked?

For the purposes if this documentation, we'll call these **eligible records**:

1. Appointment
2. Calls and Visits Log
3. Case Management
4. Case Sessions
5. Chore
6. Conflicts

ABC Module Usage

7. Food Bank
8. Goods
9. Services
10. Group Activities
11. Housing Loss Prevention
12. Housing Placement
13. Housing Subsidies
14. Incidents
15. Medication Dispensing
16. Reservations
17. Service Restrictions
18. SPDAT
19. Stay
20. Storage
21. Surveys
22. Turn Aways
23. VAT
24. VI-SPDAT
25. Waiting List

What constitutes record creation?

For any of the **eligible records**, the action is logged on the **date the record was created/entered**, not the user-entered start date. This is measuring HIFIS usage, not service provision, so we are looking at when users are interacting with the software.

Which users are included in this report?

Users are included if they created at least one **eligible record** during the reporting period at one of the selected service providers. However, if they only created **eligible records** at some service providers that they had access to, they're only counted in the statistics for the service provider(s) where they actually created **eligible records**.

How are the numbers in Total Records Created, per Record Type calculated? What am I looking at here?

Every time a user created an **eligible record**, this report detects which record type it was and counts that as 1. The report then counts all the **eligible records** created in that category (i.e. either per service provider or per rights template), or overall, and reports out on how many **eligible records** of each record type were created.

ABC Module Usage

How are the numbers in Average Records Created per User, per Record Type calculated?

This is the same as **Total Records Created, per Record Type**, except that the totals are divided by the number of users who created **eligible records** for that category (i.e. at that service provider or with that rights template). This will result in an average number of records being created for users in that category.

This is done to normalize the data somewhat across categories. For example, if you have one small shelter with 2 staff and one large shelter with 20 staff, it makes sense that the large shelter would have created ten times as many records as the small shelter. This is intended to give you a common denominator so that you can compare one service provider's usage to another.

What about Record Creation by Type as Percentage of Total Records Created?
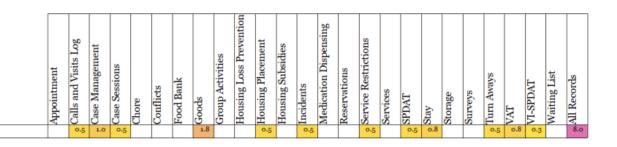
This uses the same data as **Total Records Created, per Record Type**, and simply assumes that each row adds up to 100%. For each record type, the report shows you what percent of **eligible records** in that category (i.e. service provider or rights template) were of that type.

Why do the Average Records Created per User, per Record Type seem low?

If you look at one of the tables indicating **Average Records Created per User, per Record Type** (example provided below), the numbers of **eligible records** created per user may seem lower than expected. For example, in the screenshot below it indicates that on average, 0.8 stays have been created per user at Wonderland Shelter in the reporting period. For a shelter, that may seem awfully low, but there could be a number of explanations for that.

Average Records Created per User, per Record Type

By Service Provider

	Appointment	Calls and Visits Log	Case Management	Case Sessions	Chore	Conflicts	Food Bank	Goods	Group Activities	Housing Loss Prevention	Housing Placement	Housing Subsidies	Incidents	Medication Dispensing	Reservations	Service Restrictions	Services	SPDAT	Stay	Storage	Surveys	Turn Aways	VAT	VI-SPDAT	Waiting List	All Records
Wonderland Shelter		0.5	1.0	0.5				1.8			0.5		0.5			0.5		0.5	0.8			0.5	0.8	0.3		8.0

ABC Module Usage

Users that weren't around for the whole reporting period

If a user's account was created after the start of the reporting period, but they took at least one action during the reporting period, note that they will be included but wouldn't have had much chance to make a contribution. They will be included in the averages, which would bring your overall numbers down a little.

If a user's account was deactivated during the reporting period, but they took at least one action during the period, a similar thing would happen.

Occasional users

Any user that doesn't use the software often will bring these averages down, too. For example, if you are looking at the report over the period of a year, and you have some relief staff who come in, on average, once a month, they might do a lot of work when they're in but don't come in that frequently. We really have no way to distinguish between "staff that don't work frequently" and "staff who are supposed to use HIFIS daily but don't" so no checks or balances are performed here.

Users with different roles

Larger service providers that have different types of staff might skew overall service provider averages. For example, you might have some staff who work in the drop-in portion of the shelter while others at the same shelter just book people in and out, and still others might be case managers. Some would record lots of admissions while others might record none at all.

For this reason, we provide a table that has a breakdown by rights template, and another one that has a breakdown by service provider and rights template.

If the average numbers are known to be low, why bother?

Great question. The absolute values themselves are not always useful, but they serve an important purpose.

While the percentages tell you what percent of a user's time is spent in a given module, the average numbers tell you whether that means they're actually using it a lot.
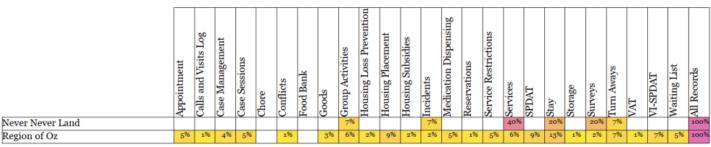
ABC Module Usage

For example, in the screenshot below, we see that staff at Never Never Land spend 40% of their time creating services. This seems quite a bit higher than Region of Oz' 6% of the time. Does that mean that Never Never Land is providing a lot more services?

Record Creation by Type as Percentage

By Service Provider

	Appointment	Calls and Visits Log	Case Management	Case Sessions	Chore	Conflicts	Food Bank	Goods	Group Activities	Housing Loss Prevention	Housing Placement	Housing Subsidies	Incidents	Medication Dispensing	Reservations	Service Restrictions	Services	SPDAT	Stay	Storage	Surveys	Turn Aways	VAT	VI-SPDAT	Waiting List	All Records
Never Never Land									7%				7%				40%		20%		20%	7%				100%
Region of Oz	5%	1%	4%	5%		1%		3%	6%	2%	9%	2%	2%	5%	1%	5%	6%	9%	13%	1%	2%	7%	1%	7%	5%	100%

When we look at the totals, we can see that Never Never Land only provided 6 services, while Region of Oz provided 10. Does this mean that they are actually under-performing?

Total Records Created, per Record Type

By Service Provider

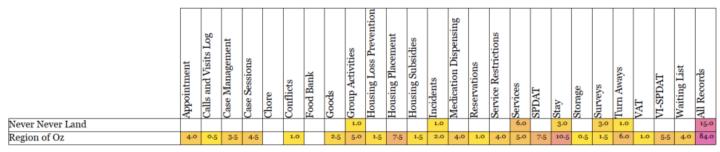|	Appointment	Calls and Visits Log	Case Management	Case Sessions	Chore	Conflicts	Food Bank	Goods	Group Activities	Housing Loss Prevention	Housing Placement	Housing Subsidies	Incidents	Medication Dispensing	Reservations	Service Restrictions	Services	SPDAT	Stay	Storage	Surveys	Turn Aways	VAT	VI-SPDAT	Waiting List	All Records
Never Never Land									1				1				6		3		3	1				15
Region of Oz	8	1	7	9		2		5	10	3	15	3	4	8	2	8	10	15	21	1	3	12	2	11	8	168

ABC Module Usage

As it turns out, in this sample dataset there is 1 staff that works at Never Never Land and 2 that work at Region of Oz, so when we look at the average per user, we see that Never Never Land created about 6 services per user while the Region of Oz created about 5 services per user. This accounts for the fact that the Region of Oz is twice as big as Never Never Land, and it helps to provide comparisons across service providers.

Average Records Created per User, per Record Type

By Service Provider

	Appointment	Calls and Visits Log	Case Management	Case Sessions	Chore	Conflicts	Food Bank	Goods	Group Activities	Housing Loss Prevention	Housing Placement	Housing Subsidies	Incidents	Medication Dispensing	Reservations	Service Restrictions	Services	SPDAT	Stay	Storage	Surveys	Turn Aways	VAT	VI-SPDAT	Waiting List	All Records
Never Never Land									1.0					1.0			6.0		3.0		3.0	1.0				15.0
Region of Oz	4.0	0.5	3.5	4.5		1.0		2.5	5.0	1.5	7.5	1.5	2.0	4.0	1.0	4.0	5.0	7.5	10.5	0.5	1.5	6.0	1.0	5.5	4.0	84.0

I found an error.

Oh no, we're sorry to hear that! We tested this report extensively and *believe* that it works properly, but it's always possible we missed something. Please send an email to ali@acreconsulting.ca and inform us what is wrong. We might need to get in touch with some follow-up questions. If there is an error in the report, we'll fix it and provide you with a new version at no additional cost.

Why doesn't it include [Module X]?

Good question. Shoot me an email!