How to Use the Missed Punch

Connect a Voice 1060 Kingsmill Pkwy, Columbus, OH 43229

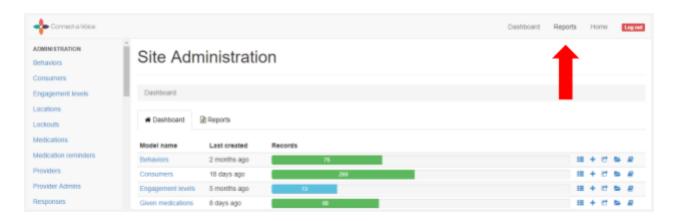


Using the Missed Punch Report

The Missed Punch report can be run to evaluate if a shift has been performed, however no Services, Money, Medication or Behavior activities have been documented for a consumer during that shift. The report is used by agency staff to frequently monitor staff's adherence to the required documentation process.

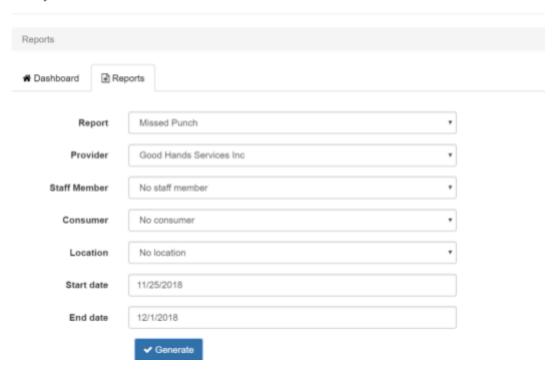
While the Missed Punch report can be run for any timeframe it is recommended the report be run weekly (or more frequently) to quickly detect if a DSP did not document services for a shift they worked. Gaps in documentation can be quickly identified and either corrected or the DSP can be notified of failure to follow documentation requirements.

To access the report, go to the "Reports" tab in the top right of the Connect a Voice Admin panel.

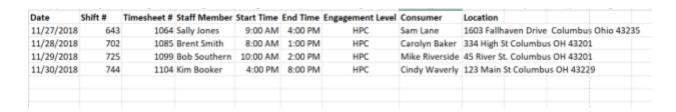


Select the report titled "Missed Punch" and choose the Team.

Report Generator



After hitting the Generate button the report below is created.



Sample Missed Punch Report

The following fields are listed on the report

Date - Date of the Shift worked

Shift # - Shift number of the Shift worked

Timesheet # - Timesheet number of the Shift worked

Staff Member - Name of Staff who worked Shift

Start Time - Start Time of Shift worked

End Time - End Time of Shift worked

Engagement Level - Type of Services provided for that Shift. Note: In some cases it is not required/appropriate for Service documentation to be collected during some shifts.

I.e. - On Site On Call

Consumer - Name of Consumer for the Shift

Location - The Consumer's location

This report can be sorted by any of the fields listed using the Excel sort function. For instance, the report could be sorted by Engagement Level to group the Home Maker Personal Care (HPC) records together and group the On Site On Call records (which don't have documentation requirements) together. The report could also be sorted by Staff Member name to see which staff did not document.

Note: When the report is initially produced the cells are not formatted which causes the information to not be easy to review or print. To improve the readability of the report, click the top left corner of the spreadsheet to highlight all cells and click the "Wrap text" button.