

# 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.



The screenshot shows the Connect a Voice Admin panel. The top navigation bar includes "Dashboard", "Reports", "Home", and "Logout". The left sidebar lists various administration categories. The main content area is titled "Site Administration" and features a "Dashboard" tab and a "Reports" tab. A red arrow points to the "Reports" tab. Below the tabs is a table with the following data:

Model name	Last created	Records	
Behaviors	2 months ago	76	[Icons]
Consumers	18 days ago	269	[Icons]
Engagement levels	5 months ago	13	[Icons]
Given medications	8 days ago	68	[Icons]

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

# Report Generator

Reports

Dashboard Reports

Report: Missed Punch

Provider: Good Hands Services Inc

Staff Member: No staff member

Consumer: No consumer

Location: No location

Start date: 11/25/2018

End date: 12/1/2018

Generate

After hitting the Generate button the report below is created.

Date	Shift #	Timesheet #	Staff Member	Start Time	End Time	Engagement Level	Consumer	Location				
11/27/2018	643	1064	Sally Jones	9:00 AM	4:00 PM	HPC	Sam Lane	1603 Fallhaven Drive	Columbus	Ohio	43235	
11/28/2018	702	1085	Brent Smith	8:00 AM	1:00 PM	HPC	Carolyn Baker	334 High St	Columbus	OH	43201	
11/29/2018	725	1099	Bob Southern	10:00 AM	2:00 PM	HPC	Mike Riverside	45 River St.	Columbus	OH	43201	
11/30/2018	744	1104	Kim Booker	4:00 PM	8:00 PM	HPC	Cindy Waverly	123 Main St	Columbus	OH	43229	

## 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.